



# Homelessness Reference Group

Draft notes from the meeting held on 7<sup>th</sup> May 2014

## Present

Martin Clewlow (Host)	Head of Service, Leicester City Council
Amanda Hack	ASRA Housing Association
Bernadette Wharton	Lead Commissioner (Substance Misuse) Adult Social Care, Leicester City Council
Caroline Carpendale	Housing Options Manager, Leicester City Council
Cathy Carter	Policy, Performance & Planning, Leicester City Council
Chris Toon	Leicestershire Cares
Dave Brazier	Shelter Housing Action Research Project (SHARP)
Dawn Holding	Team Manager, Homeless Mental Health Service, Leicestershire Partnership NHS Trust
Helen Child	Leicestershire Citizen's Advice Bureau
Izabella Dabska	Niebo Project
Jane Gray	Inclusion Healthcare Social Enterprise
Joe Murphy	Team Leader, Outreach Team, Leicester City Council
Julie Anderson	Revolving Door Manager, Leicester City Council
Karen Purewal	Action Homeless
Kate Huszar	Research Coordinator, Leicester City Council
Kate Stretton	Stonham Housing Association
Mags Scragg	Down Not Out News Agency
Mara Torana	NACRO
Mark Grant	Action Homeless
Myron Hinds	P3
Nicola Wilmot	Service Manager, Homelessness Services, Leicester City Council
Phil Johnson	Homeless Mental Health Service, Leicestershire Partnership NHS Trust
Rebecca Harrington	P3
Salma Ravat	One Roof Leicester
Simon Parker	Down Not Out News Agency
Tim Blewett	NSNO Co-ordinator / Ark Homeless Trust

## Apologies

Ann Branson	Director of Housing, Leicester City Council
Anna Maudsley	YMCA
Caroline Ryan	Commissioning Manager, Supported / Independent Living, Adult Social Care, Leicester City Council
John Hobbs	Leicestershire and Rutland Probation Trust
Kelvin Irons	Dept. for Work and Pensions
Mark Wheatley	Public Health Specialist, Leicester City Council
Suzanne Elliot	Homeless Mental Health Service, Leicestershire Partnership NHS Trust

## **1. Introductions**

1.1 Martin welcomed everyone to the meeting, and everyone introduced themselves.

## **2. Minutes of the meeting held on 5<sup>th</sup> February**

2.1 The minutes were agreed as a correct record.

### **Matters arising from the minutes**

2.2 Para. 4.6 point 1: Nicola Wilmot gave out a table showing the reasons for bans in LCC hostels [to be sent out with draft minutes].

2.3 Para. 4.6 point 7: Martin introduced Kate Huszar who is doing a piece of work on identifying some of the key issues that are common to those most at risk of repeat homelessness.

2.4 Kate said that her work is in two stages: speaking to those working in homelessness via focus groups; and then to people who are homeless and those who have been in the past, but are now in settled accommodation.

2.5 Para. 6.9: Martin said that figures on numbers and ages of children who are in families requesting temporary accommodation will be included in the quarter 4 information on access to temporary accommodation.

## **3. Repeat homelessness quarter 4**

3.1 Julie Anderson and Jane Gray presented the quarter 4 report.

3.2 Julie gave some background to the repeat homelessness work for the benefit of new members of the group.

3.3 At quarter 4 there were a total of 69 people on the list. The report lists the reasons for inclusion on the list.

3.4 The table on page 4 sets out the number who have been removed from the list in quarter 4 (102) and the reasons they have been able to be removed. Although contact had been lost with 38 and 3 had died, 61 had achieved a positive move on.

3.5 Of the 61 who had achieved a positive move on, the main reason was that they had been found independent accommodation (49 people).

3.6 The report concludes by making a number of points about how to continue to reduce repeat homelessness.

3.7 Myron asked if we know the reasons for losing contact with some clients.

3.8 Julie said that they don't always know but that they try to find out.

- 3.9 Izabella asked if it was known whether any were Eastern Europeans.
- 3.10 Julie said that there was no specific information kept on whether the clients were EU / Eastern European.
- 3.11 Dave Brazier commented that it was a good level of reduction. Jane and Julie agreed that the Multi-Disciplinary Team worked well together – there was some good, creative working.
- 3.12 Mark asked: of those left, how confident are we that we've got the right services in place for them? He said he knew of SHARP's work – but are there some who are too entrenched?
- 3.13 Julie said that those left were not necessarily the most entrenched. Many of the 'entrenched' have in fact been housed. She said we are now seeing younger people – in their 20s or 30s –who had different experiences, for example they might have been through the care system. They may never have had the experience of living 'at home', and had less positive reference points or role models in their lives. It is harder to work on helping them focus on aspirations.
- 3.14 Their main experience of life has been of a chaotic lifestyle, and the longer they are 'in the system' the more 'normal' that becomes.

#### **4. Rough sleeping quarter 4**

- 4.1 Joe Murphy introduced the rough sleeping report for quarter 4, which also rounds up the whole of 2013-14.
- 4.2 For the year as a whole:
- 229 people have been referred to the dormitory beds in the Dawn Centre;
  - 145 people have been reconnected away from Leicester, a 61% increase on the 2012-13 total of 90; and
  - there has been a total of 98 individuals rough sleeping, a reduction from the 2012-13 total of 143.
- 4.3 Joe also reported that the Outreach Team has also been working with the police to encourage street drinkers who are begging, to go into the Anchor Centre for treatment.
- 4.4 Some funding had also been given to target street drinking, to look at some of the street cultures and get them into the right support.
- 4.5 Martin thanked Joe for his presentation. He said it was good to note that we had now got below the 100 number for the year as a whole.
- 4.8 Phil asked whether the council knew how many people get reconnected into Leicester, in order to get a true 'net effect' of the homelessness problem in Leicester city – as those presenting in other areas will still be a 'Leicester problem'.
- 4.9 Joe said some people tended to move regularly from one city to another and we know those people. Caroline Carpendale said we would know if they were referred to Housing Options.

- 4.10 Phil said that Kennedy House (Shaw Homes – South Wigston) say that they get people from outside and within the city that they can't accommodate. This equates to roughly 20+ referrals a week.
- 4.11 The meeting discussed the importance of 'good quality' reconnection – ie that the city sending someone should notify the receiving Housing Options or equivalent.

## **5. Access to temporary accommodation quarter 4**

- 5.1 Martin reported that not all the data for quarter 4 was available yet. This will be emailed after the meeting as soon as it is available, and people will be invited to send any questions or make comments by email.

## **6. Households prevented from becoming homeless after housing advice and support quarter 4**

- 6.1 The figures (numbers and percentages) on the overall homelessness performance sheet were still those for quarter 3, as quarter 4 were not available at the time of sending out the papers.
- 6.2 However, Caroline was able to report that of 459 households presenting as being at risk of homelessness to Housing Options in quarter 4, 331 had received a positive intervention, equating to 72%.
- 6.3 She said that Housing Options are now seeing more people who have been served with a notice to quit in the private rented sector.
- 6.4 Mark Grant asked whether this was also resulting in an increase in DHPs, as the numbers at risk were increasing.

### **Action: Cathy to request information from Caroline Jackson**

- 6.5 Helen said that at the SWAP [Social Welfare Advice Partnership], Caroline Jackson had reported that some people were being evicted despite maintaining rent payments, under their right to evict if they want the property 'for their own use'. They may fear that the tenant will not be able to pay in future.
- 6.6 Caroline Carpendale said that this is the first issue that Housing Options will look at with landlords threatening eviction. It is suspected that in many cases they simply believe they will be able to get higher rents from other tenants. She also said the HomeFinder site can be drilled down to show if a landlord will take tenants on housing benefit.
- 6.7 Martin said that, despite these issues, the private rented sector overall was a growth area in placing clients at risk of homelessness.
- 6.8 Salma asked about changes to the housing register, and whether this would affect the number at risk of homeless people getting a council property.
- 6.9 Caroline explained that the register now consists of four rather than five bands.

People who were in Band 5 were deemed to be 'adequately housed', and in reality had little chance of an offer.

From 1st May, no new applications at Band 5 were taken, except those from people aged over 50 who wanted to go into sheltered accommodation, who were placed in Band 4.

- 6.10 Homeless clients who are in council funded temporary accommodation can go onto Band 2, however those in other temporary accommodation which is not council funded can go into Band 4.
- 6.11 Dave Brazier and Phil Johnson commented that this policy didn't seem to fit with the objective of tackling homelessness in a wider way in the city.
- 6.12 He said that in order to tackle homelessness and in light of budget reductions the council have to rely increasingly on the independent third sector to provide temporary homelessness and accommodation. By introducing the restrictions on these residents it will have a detrimental effect on the financial ability of those agencies to provide such temporary accommodation.
- 6.13 Caroline said that if people didn't come through Housing Options there was no opportunity to assess them and establish need.
- 6.14 She also said that HomeChoice also includes other social housing providers and private sector vacancies.
- 6.15 Dave Brazier commented that this was really a higher level policy issue, not one that officers have choice over.
- 6.16 **Action: this issue to be discussed at the Leicester Homelessness Partnership**

## **7. Presentation from P3**

- 7.1 Rebecca Harrington and Myron Hinds gave a presentation about P3.
- 7.2 Rebecca said that following the awarding of the contract for generic floating support for Leicester, the team was now in place.
- 7.3 P3 also operates in other parts of the country and offers a broad range of services.
- 7.4 Myron will directly manage the service in the city. His specialism in the past was refugees.
- 7.5 All referrals will be taken directly from Housing Options. An assessment will be carried out and then each client will have a support plan.
- 7.6 The support will be intense, and can be for up to 6 months.
- 7.7 Housing Options are currently going through the STAR waiting list for support and identifying priority clients for referral.
- 7.8 P3 will be holding a launch event on 19<sup>th</sup> June, and they will also be at the council's Meet the Provider event on 6<sup>th</sup> June.

- 7.9 Amanda asked how clients who won't engage with Housing Options could be supported. Phil also queried how service users with serious and enduring mental ill health will be able to engage with the process.
- 7.10 Caroline stressed that clients had to engage with Housing Options to be assessed for support. If necessary this can be by phone. There are also home visit procedures, but in reality the client needs to be controlling the request and willing to engage, for any chance of positive action taking place.

## **8. What works in hostels in reducing homelessness?**

- 8.1 Karen Purewal gave a presentation about the work of Action Homeless.
- 8.2 She said that she decided to get feedback from a client at Mayfield House to feed back to the Reference Group.
- 8.3 She spoke to a young man who boasted that despite having been to 20 hostels, and having been evicted many times, he had not yet been evicted from Mayfield House.
- 8.4 Karen asked him why he thought he had managed to stay. He said: 'You listened to me and you make me do things... you keep me busy!'
- 8.5 She outlined Action Homelessness's commissioned services, accommodation assist facilities, DV service, and support provided, which is based on the Outcome Star model.
- 8.6 Karen then described the four stage pathway process, through assessment to move on. She also described the 'engage' work that is carried out, which includes events and opportunities for residents, education and development, including life and housing skills.
- 8.7 Copies of Karen's slides will be sent out with the minutes.
- 8.8 Martin thanked Karen for her presentation.
- 8.9 Martin noted that the meeting was running late, and there would not be time for the planned table top discussion on 'what works...' He said he recognised that these discussions were agreed to be one of the most valuable aspects of the meetings, and said it would be prioritised for the next meeting.
- 8.10 To allow more time, the performance reports will not be individually presented at the meetings. Instead Ann or he would point out any major issues and invite questions or comments on them, under one 'performance' item.

## **9. Client Survey**

- 9.1 Salma updated the group on the Client Survey organised by One Roof Leicester.
- 9.2 She said that 175 completed surveys had been returned – which was a good result.

Overall 15 organisations had carried out the survey.

- 9.3 ONS volunteers had helped with the interviews, and Salma was using an online survey tool to input the data and analyse it.
- 9.4 This tool will allow detailed information – for example feedback to individual organisations - about what clients said about the service.
- 9.5 She had organised a meeting on the 8<sup>th</sup> May for providers to discuss the survey method. It was hoped that the survey could be carried out annually.
- 9.6 However, if people can't make this meeting, comments are welcome by email. In particular Salma is seeking people's views on the following questions:
- questions asked on the survey
  - length of the survey
  - layout and design
  - timing - was this a good time of year to hold a survey?
  - how could the survey be improved?
  - any other thoughts/ideas.

**Action: All: Please feedback to Salma**

- 9.10 The findings will be fed back to the next Reference Group. However Salma said that from inputting the data, she was getting a feel for some of the key problems, and access to information was key.
- 9.11 She said that it was felt at One Roof Leicester that a website hub with links to information for homeless people would help, and Ben Brown is currently sending out forms to organisations to capture information for this.
- 9.12 Kate asked who sat with the users to complete the survey.
- 9.13 Salma said that support workers at the services did this, along with ONS volunteers.
- 9.14 Dawn commented that this could represent a conflict of interest for the staff.
- 9.15 Salma said that this could be mitigated by looking at what respondents said about services when they had used them in the past. The questionnaire asks for comments on all services they have used and not just the current one.
- 9.16 Simon said that Down Not Out had received complaints that the survey had to be completed with a support worker. He said DNO could assist in future.
- 9.17 Kate Stretton asked if the survey was piloted. Salma responded that it was and that some useful lessons had been learned.

**10. Any other business**

- 10.1 Tim Blewett gave an update on the No Second Night Out work. A summary of this will be circulated with the minutes of the meeting.

## 11. Future meetings

### Future items

#### 11.1 6<sup>th</sup> August 2014

- What works in preventing homelessness? Discussions
- Client Survey – findings and discussion on action and repeat survey
- NSNO update

### Future meetings

- Exploration of key determinants of repeat homelessness / rough sleeping
- Impact of welfare reform

### Dates of future meetings 2014

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

Meeting	Report deadline (to <a href="mailto:cathy.carter@leicester.gov.uk">cathy.carter@leicester.gov.uk</a> )
---------	--

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**

**6<sup>TH</sup> AUGUST 2014**

**REPEAT HOMELESS QUARTERLY REPORT**  
**Quarter 1 2014-15- April to June 2014.**

**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.

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 April 2014 this will include all referrals via the Single Access Referral into Leicester City Council funded single and childless couples temporary accommodation bed spaces.
- Have been living in LCC temporary accommodation continually for more than twelve months. Again, from April 2014 this will include anyone occupying an SAR single and childless couple's bed space.

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. 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 includes a performance target to 'Reduce the number of single people on the repeat homeless list'.

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

#### 3.1 Quarterly Additions and Removals

The table below shows the number of new cases being included and those removed for each quarter in 2014/15.

	Additions	Removals	Total number on list
2013-14 year end	69		<b>69</b>
Q1 2014-15	31	12	<b>88</b>
Q2 2014-15			
Q3 2014-15			
Q4 2014-15			
<b>Total</b>	<b>100</b>	<b>12</b>	<b>88</b>

The City Mayors performance target for 2013/14 was to reduce the number of single people on the list to 89; a figure of 69 was achieved. This was a 60% reduction in the number of people included on the list. The target for 2014/15 is to reduce the number of people on the list to 50 at the year end.

#### 3.2 Reason for Inclusion on the list

Reason	Q1 14/15	Q2 14/15	Q3 14/15	Q4 14/15	Total
Admissions into hostels only	13				13
Rough sleeping only	3				3
Admissions & rough sleeping only					
Long stay case	15				15

A change in reporting long stay cases following the introduction of the SAR has resulted in more service users within the singles and childless couples temporary accommodation pathway being included in this long stay category.

#### 3.3 Removal 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 in quarter one.

<b>Reason for removal</b>	<b>Number of individuals</b>	<b>Percentage of total</b>
Positive move on	8	67%
No contact for 6 months	4	33%
Deceased	NA	NA
<b>Total</b>	<b>12</b>	

For those achieving positive move on the table below indicates the type of accommodation or move on realised.

<b>Accommodation Type</b>	<b>Number of Individuals- Q1 April to June 2014</b>
Independent accommodation	6
Reconnected	1
Partner/family	1
<b>Total</b>	<b>8</b>

Appendix one contains the data for the year April 2013 to March 2014.

#### **4. CONTACT & AUTHOR**

Julie Anderson  
Revolving Door Team Leader  
Leicester City Council  
First Floor  
Dawn Centre  
Conduit Street

Tel: 221 (39) 2781

[Julie.anderson@leicester.gov.uk](mailto:Julie.anderson@leicester.gov.uk)

## Appendix 1-Data for 2013-2014

**Chart One:**

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

**Chart Two:**

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

**Chart Three:**

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

**Rough Sleepers Quarterly Report 2014/15 (Quarter 1: Apr - Jun)**

**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 first quarter of 2014/15; comparison to 2013/14 data; analysis of contributory factors; reasons for ceasing rough sleeping and information on reconnections.

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

This financial quarter:

Dormitory Referrals: 63  
Reconnections: 38  
Individual Rough Sleepers: 30

Rough sleeper monthly average for 1<sup>st</sup> quarter is 10 compared to the same period last year of 9.

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

The LCC reconnection policy continues to be implemented to prevent and reduce potential rough sleeping. A total of 38 reconnections for the 1<sup>st</sup> quarter of 2014/15 has been recorded which includes those prevented from rough sleeping. Last year's total for the same period was 32.

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 continually work closely together to assess, aid and assist move on to keep beds free and available.

Ongoing work has continued with the Leicestershire Police and Public Health to assist in tackling street drinking and street begging. A procedure is now firmly in place to report street begging. A poster campaign for local businesses to report affected businesses in the City Centre is also underway.

Alcohol Outreach work is ongoing, tackling street drinking and pinpointing relevant services for street drinkers to access. Joint work with the Anchor Centre is well underway 6 days a week including evenings.

Total dormitory referrals for the quarter equates to an average of approximately 21 per month.

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

Quarter 1 – 2014/15	63
Quarter 2 – 2014/15	
Quarter 3 – 2014/15	
Quarter 4 – 2014/15	
<b>Total</b>	<b>63</b>

### 3. ROUGH SLEEPING QUARTER 1: April - June

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

	EU/Non EU Rough Sleepers	UK Rough Sleepers	Unknown Origin	Total
Q1 – 2014/15	8	22	0	30
Q2 – 2014/15				
Q3 – 2014/15				
Q4 – 2014/15				
<b>(Total)</b>	<b>8</b>	<b>22</b>	<b>0</b>	<b>30</b>

Of the 22 UK rough sleepers from 2014/15:

Stock	Flow	Returners	Total
9	13	0	22

For comparison, the overall total for April 1<sup>st</sup> 2013 to March 31<sup>st</sup> 2014 was **98**.

EU	Stock	Flow	Returners	Unknown	Total
21	26	38	9	4	98

Of the 73 UK rough sleepers from 2013/2014:

Stock	Flow	Returns	Total
26	38	9	73

### Definitions:

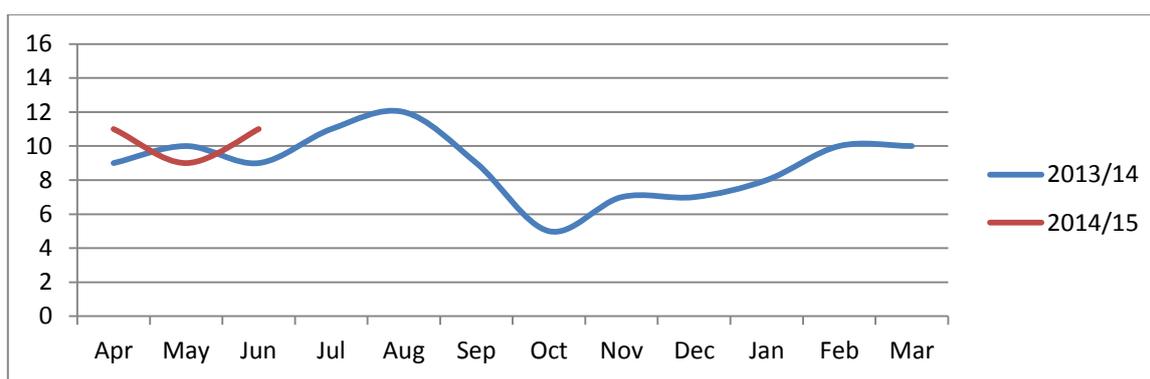
Stock: People who have rough slept the previous and/or the current financial year.

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

Returns: People who have rough slept prior to the last financial year (pre April 2013) 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
2013/14	9	10	9	11	12	9	5	7	7	8	10	10
2014/15	11	9	11									

## 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 – 2014/15	9
Quarter 2 – 2014/15	
Quarter 3 – 2014/15	

Quarter 4 – 2014/15	
Total	9

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 23.1 days which is a 5.7 day reduction on the previous quarter which was 28.8 days.

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 23.1 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 (9), followed by EU originating rough sleepers (7).

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 and returning to friends and family (7) were the main reasons 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/connection 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
2013/14 (Total)	28	90	27	145
Q1 – 2014/15	10	22	6	38
Q2 – 2014/15				
Q3 – 2014/15				
Q4 – 2014/15				
(Total To Date)	10	22	6	38

7.2 For the 1<sup>st</sup> quarter, we have reconnected 38 individuals compared to the same period last year of 32, which represents an 18.8% increase.

## 8. CONTACT & AUTHOR

Damien Barrow  
Homeless Outreach Team  
Leicester City Council

[damien.barrow@leicester.gov.uk](mailto:damien.barrow@leicester.gov.uk)

Tel: 01162995514 / 07813117442

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

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

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

Relating Reason	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13	Oct-Dec 13	Jan –Mar 14	Apr-Jun 14
Secured Hostel Accommodation	29	12	9	9	11	12	6	7
Reconnected To Own LA**	0	0	1	1	2	3	3	0
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	3	0	0	0	0
Admitted To Prison/Custody	2	0	0	0	2	1	0	0
Reconciliations With Friends/Family	8	8	3	14	9	5	5	7
Left City Of Own Accord	1	2	1	0	1	0	2	0
Secured Tenancy	2	1	2	2	1	0	5	3
Hospital Admission	0	0	1	1	0	0	0	1
Supported Housing	1	0	0	0	0	0	3	0
B&B / Hotel*	2	0	0	0	1	0	0	0
Winter Shelter/Severe Weather Beds	0	0	0	0	0	0	0	0
Returned To Own Property	0	0	0	0	0	0	0	0
Unknown Reason/ Lost Contact	10	17	6	10	13	8	8	12

(\* 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 as displayed above in section 7.1)

**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	11
<b>May</b>	-	12	10	10	8	15	19	31	34	10	9
<b>Jun</b>	-	14	17	6	7	16	23	34	25	9	11
<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	10

1-9 Rough Sleepers

10-20 Rough Sleepers

21 or more Rough Sleepers

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

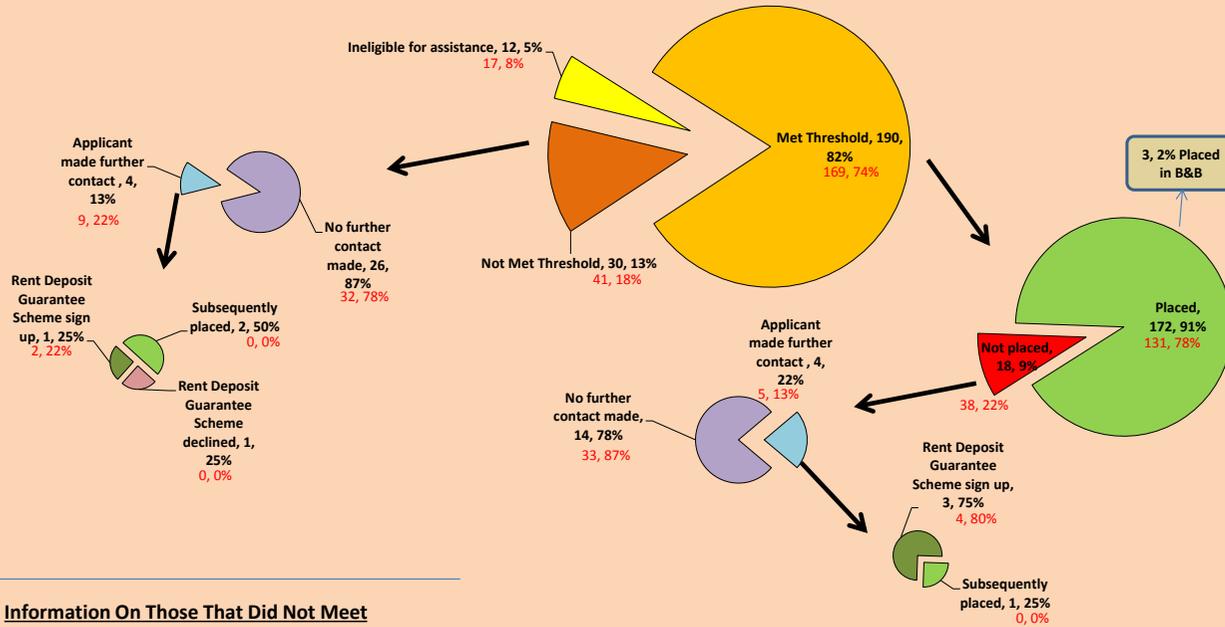
# Singles, Couples & Others Requesting Temporary Accommodation From 01/04/2014 to 30/06/2014:

Version 1: 17/07/2014

Red figures are from the previous Quarter.

## Total: 232 Unique People Requesting Temporary Accommodation :

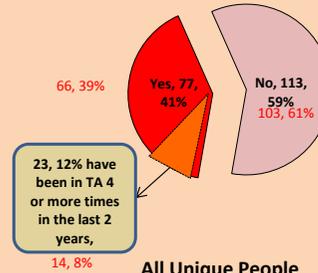
227 Unique People



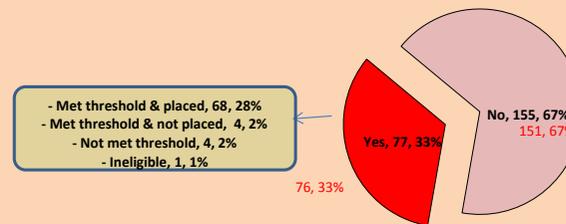
## Information On Those That Met Threshold & Were Not Placed (18):

Did not appear on Rough Sleepers list after not being placed, 18, 100%  
34, 89%

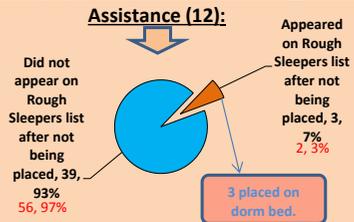
## Those That Met Threshold & Were Previously In Temporary Accommodation Within Last Two Years (190):



## All Unique People Who Have Asked For Temporary Accommodation Within Last Two Years (232):



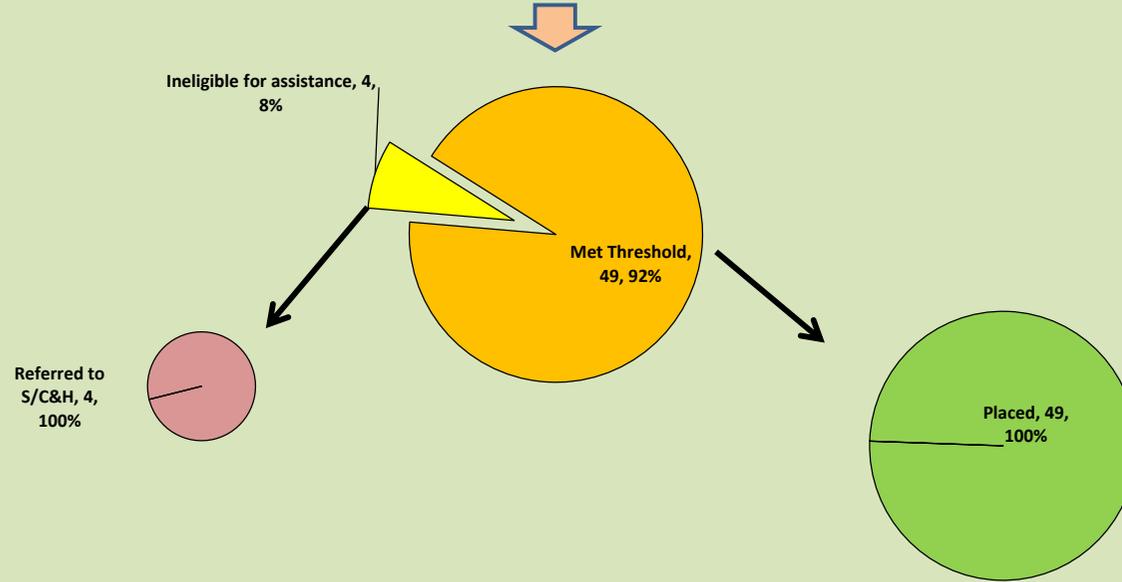
## Information On Those That Did Not Meet Threshold (30) & Those That Were Ineligible For Assistance (12):



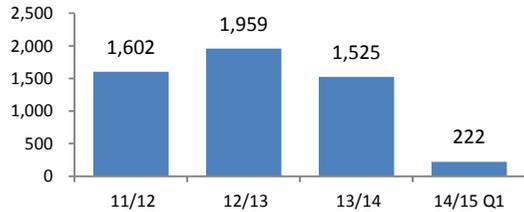
# Families Requesting Temporary Accommodation From 01/04/2014 to 30/06/2014:

Version 1: 17/07/2014

Total: 53 Unique Families Requesting Temporary Accommodation:

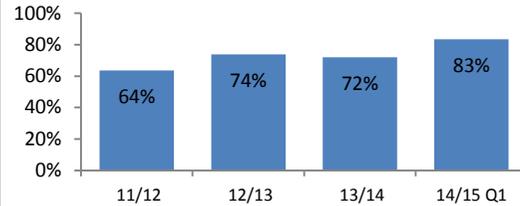


No: of households prevented from becoming homeless after housing advice & assistance

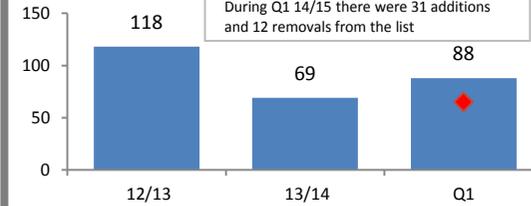


Q1 data for advice and assistance measures is provisional  
Homelessness prevented and households able to remain in existing home after advice and information from the Housing Options Service

% households prevented from becoming homeless after housing advice & assistance

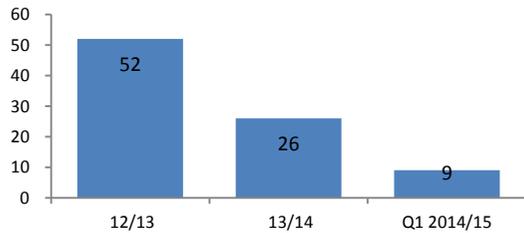


Number of single people on the repeat homelessness list



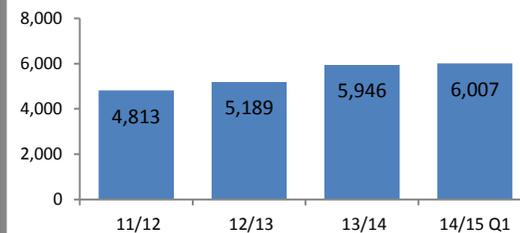
Comprised of repeat rough sleepers, those that have had 4 or more admissions into LCC temporary accommodation in the last 2 years or have been homeless & have been living continually in LCC temp accom for 12 months or more

Repeat rough sleeping

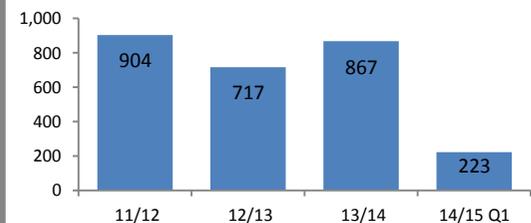


People who have rough slept in the previous and / or current financial year

No: of Families on Housing Register

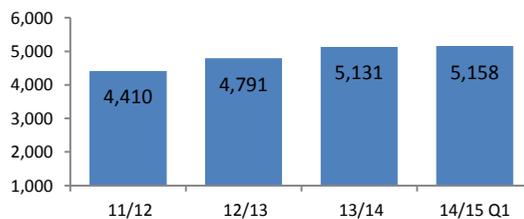


No: of FAMILIES rehoused

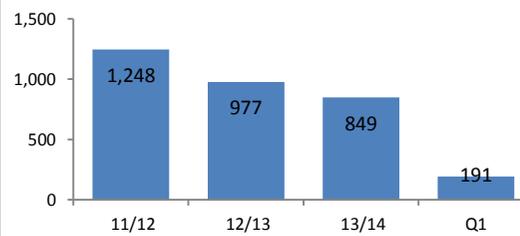


Rehoused in either LA, RSL or HomeCome properties

No: of SINGLE PEOPLE AND CHILDLESS COUPLES on the Housing Register



No: of SINGLE PEOPLE rehoused



Rehoused in either LA, RSL or HomeCome properties

 - Actual  
 - Target (where set)

## Homelessness Reference Group

6<sup>th</sup> August 2014Summary of feedback sheets from the meeting held on 7<sup>th</sup> May 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.

Five 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.	Too long spend on presentations of performance reports.	Performance reports will not be presented in future – instead there will just be a general invitation to ask questions or comment on any of the reports.
2.	Too much on agenda for a two hour meeting.	Less on the agenda.
3.	Difficult to hear.	Roving mike to be used if possible.

**2. FEEDBACK IN DETAIL**

Number of sheets completed	5
----------------------------	---

**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	1
Fairly successful	4
Don't know	0
Fairly unsuccessful	0
Very unsuccessful	0
<b>TOTAL</b>	<b>5</b>

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

1.	Questions answered by Julie/Jane and Joe Murphy. Discussion on non-commissioned services access to LCC waiting list.
2.	Communication good – chance to ask questions and debate subjects. Always find something new did not know.
3.	Having a number of different responses from different stakeholders / service providers in the room.
4.	Opportunity to hear what was happening in the city. Very interesting to me as I am new to the city.
5.	Discussion / info sharing / new service updates.

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

1.	Other presentations were a bit dull.
2.	Length of time for reports – I think Martin has sorted this.
3.	Sometimes getting heavily side-tracked in response to specific questions which delay the schedule. See below [point 3 in response to question 4].
4.	Too many verbal reports which could have been circulated with the minutes and when discussed by members of the group asking questions rather than presenting the report verbally.
5.	Presentation without chance for wider discussion.

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

1.	Do a table discussion on a topic much earlier on the agenda.
2.	
3.	It is difficult to hear people clearly in this room. Maybe a microphone would be good. Make timescales for questions / presentations clearer. Perhaps a possibility for people to submit questions in advance for next meeting.
4.	Circulate reports and data in advance. Look at the agenda as it is very full for a two hour meeting. Found it difficult to hear what was being said.
5.	Less on the agenda or more frequent sessions. Information sharing / discussion. I feel this is lacking since the demise of the monthly Managers MDT.