

**TITLE OF REPORT: Homelessness and Rough Sleeping Strategy Update**

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**Purpose of the Report**

1. To seek the views of the Health & Wellbeing Board regarding homelessness workstreams currently underway, their scope and the expected outcomes.

**Background**

2. Under the broader Housing Review currently underway in Gateshead, which will see the reintegration of services from The Gateshead Housing Company back into the Local Authority, we are developing a new strategy for Homelessness, with a vision of ending Homelessness in Gateshead.

This will result in the following key outcomes:

- A new, co-produced, Homelessness and Rough Sleeping Strategy
  - The remodeling and potential re-provision of homelessness accommodation and support services for all those aged 16+, which will include (but not be limited to) any external provision we commission.
  - A new, 'Connected Services' delivery model with multi-disciplinary locality-based working and a new 'Gateway' for accommodation and support.
3. Work has started to develop our Homelessness and Rough Sleeping Strategy. Based on feedback so far this is likely to include the following:
    - Vision
      - To end homelessness, in all forms, in Gateshead
    - Values
      - Delivering on the rights and needs of those who are homeless or at risk of homelessness
      - Listening to those with experience of homelessness
      - Enabling a personalised approach
      - Providing high standards of communication, co-ordination and consistency in decisions
      - Being fair and transparent
    - Principles
      - Seeing potential working with strengths
      - Listening, learning and responding through co-production
      - Working together, inclusively

➤ It's all about people

- 4 Strategic Aims

1. Make homelessness a rare occurrence
2. Homelessness to be as brief as possible and result in positive outcomes
3. No-one sleeping rough or in unsuitable accommodation
4. Homelessness is a one-off occurrence

- Strategic Action Plan

➤ This will provide a delivery plan, which will be made up of plans for each of the 4 strategic aims outlined above.

4. We have started the process of consulting with both internal and external services on the emerging Homelessness and Rough Sleeping Strategy and will continue to do so as we develop the content further. Feedback so far from both the Internal and External Homelessness Working Groups we have set up, has been constructive and positively received.
5. Whilst developing the Homelessness and Rough Sleeping Strategy we have also started a review of accommodation and support provision for those who are homeless or at risk of homelessness. This review will feed in work already underway by Commissioning Colleagues to review related commissioned provision. The broader review will be an all age (16+) holistic review of all relevant accommodation and support provision, internal and external, commissioned and non-commissioned including but not limited to the following:
  - Accommodation with Support.  
(This will include accommodation such as Supported Housing, Semi-Supported and Dispersed Accommodation)
  - Advice and Support Only.  
This will include drop in facilities, advice, assessments, prevention support, move on support and outreach/floating support.
6. To progress this review, we have developed an accommodation and support, mapping template in order to take an evidence-based approach to consider any gaps in accommodation and/or support provision within Gateshead. We have begun populating this template in partnership with TGHC and Commissioning colleagues, with any known relevant service information. This template will be further developed with contributions from external providers with a view that we have gain a full understanding of what is already out there within the borough, which will inform both the strategy and this review.
7. In addition to mapping provision we have also begun analysing related Homelessness Data to better understand need(s) and demand. This has so far included analysing recent data from the Supported Housing Portal, which is the central route for all commissioned homelessness accommodation in addition to detailed recent data from our Government Homelessness Data Returns. Additional

data and reports to consider and feed in also include Gateshead's Homelessness and Multiple and Complex Needs Health Needs Assessment 2017 and the recent Gateshead Multiple and Complex Needs Transformation Initiative findings. We will continue to further develop our evidence base over the next month to inform both the strategy and the review.

8. This review will also consider the availability of resources to deliver the Homelessness and Rough Sleeping Strategy. This will include using resources from both our commissioned provision and our internally provided services/schemes. We will aim to offer greater value for money by using both resources. Following the completion of the review we will remodel all related accommodation and support provision, which may involve:
  - Commissioning new provision
  - Recommissioning
  - Developing new provision
  - Changing existing internal provision
9. Letters have been sent to external commissioned providers notifying them of the review and the potential recommissioning and/or decommissioning of services. Providers have also been invited to attend our External Homelessness Working Group where a review progress update was provided at the group's first meeting in December 2020.
10. In addition to developing the strategy and reviewing provision we will also be developing a 'connected services' model. This will result in the development of a new holistic central 'gateway' for all homelessness accommodation and support referrals in Gateshead. Through an existing Supported Housing Referral Portal, we only have a limited referral route, for some commissioned accommodation referrals which doesn't include a route for any of our internal provision. It is spreadsheet reliant, under resourced and does not cover the broader scope required to deliver the needs of the Homelessness and Rough Sleeping Strategy.
11. We therefore need to develop an holistic gateway that covers all accommodation and support for those aged 16+, with the necessary system and staffing resources to ensure we are best meeting the needs of those who are homeless or at risk of homelessness and delivering on our strategic objectives. Key aims for the development of a new 'gateway' will include:
  - One referral form for all related accommodation and support
  - A database which can collate data on demand/need as well as outcomes information
  - 'Connection' to other related services i.e. health and social care – both through referral pathways and aligned or joint systems
  - The ability to co-ordinate referrals where there are multiple and complex needs
  - Providing advice, signposting and referring on (i.e. to locality based support services)
  - Feeding into related strategic housing and homelessness groups.

12. The following projects and transformational programmes currently underway will also support and inform the Homelessness and Rough Sleeping Strategy and its associated strategic action plan:

- Homelessness Prototype Casework and Development
- Mental Health Locality Based Community Model
- Gateshead's Multiple and Complex Needs Transformation Initiative
- Changing Futures Potential MHCLG Bid
- New Domestic Abuse Bill Requirements
- MHCLG Next Steps Accommodation Programme

13. We will work together with internal and external partners to ensure the projects and programmes outlined above support, inform and deliver on the objectives within the Homelessness and Rough Sleeping Strategy, through our Working Groups and with the broader support of the newly developed Strategic Housing Partnership. By working together, we have the opportunity to deliver the broader system change which will be required in order to develop a new 'connected services' delivery model with multi-disciplinary locality-based working and a new 'Gateway' for accommodation and support. It should also improve outcomes for people and offer greater value for money.

## **Proposal**

14. In terms of next steps, we will:

- Continue to work with partners and co-produce a Homelessness and Rough Sleeping Strategy. Timescale - 1<sup>st</sup> April 2021.
- Progress the holistic review of accommodation and support for those who are homeless or at risk of homelessness. Timescale – 30<sup>th</sup> September 2021.
- Further develop a 'connected services' delivery model, with multi-disciplinary locality-based working. Timescale – 30<sup>th</sup> September
- Develop a 'Gateway' for homelessness accommodation and support. Timescale – 30<sup>th</sup> September

## **Recommendations**

15. The Health and Wellbeing Board is asked to note the update provided and share any views, particularly in relation to:

- The 4 key aims of the newly developing Homelessness and Rough Sleeping Strategy
- The scope of the review of accommodation and support for those who are homeless or at risk of homelessness
- The development of a 'connected services' delivery model with a central 'Gateway' for homelessness accommodation and support.

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