



Homelessness training

FEBRUARY/MARCH 2023

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Safeguarding Adults Reviews



‘YL’ (2021)

**Thematic review following the deaths
of Mr G, Mr H, Mr I and Mr J (2022)**

Read the reports / learning summaries
<https://www.portsmouthsab.uk/scrs-2/>

4LSAB homelessness briefing

- Guidance developed by the Safeguarding Adults Boards in Portsmouth, Hampshire, Southampton and IOW
- <https://www.portsmouthsab.uk/procedures/>



**Homelessness –
4LSAB Housing Practitioner
Briefing
May 2022**

Outcomes / Agenda

1

Understanding the rough sleeping pathway in Portsmouth

2

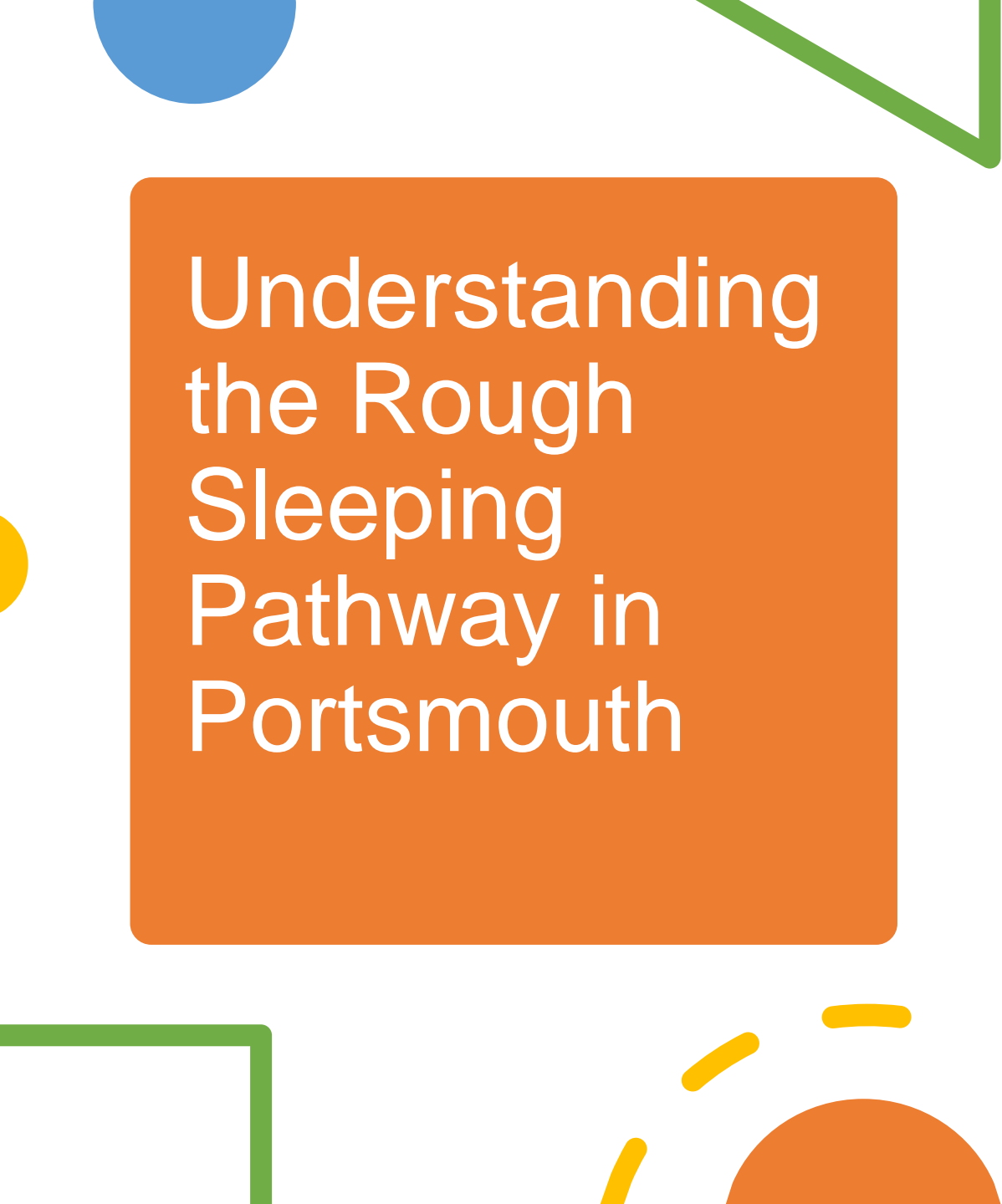
Understanding the responsibilities of Portsmouth City Council Housing and how they can help.

3

Understanding the statutory responsibilities of agencies under the Duty to Refer, and what professionals from all agencies can do to help prevent homelessness.

4

Understanding the services available for homeless people, including the homeless navigators.

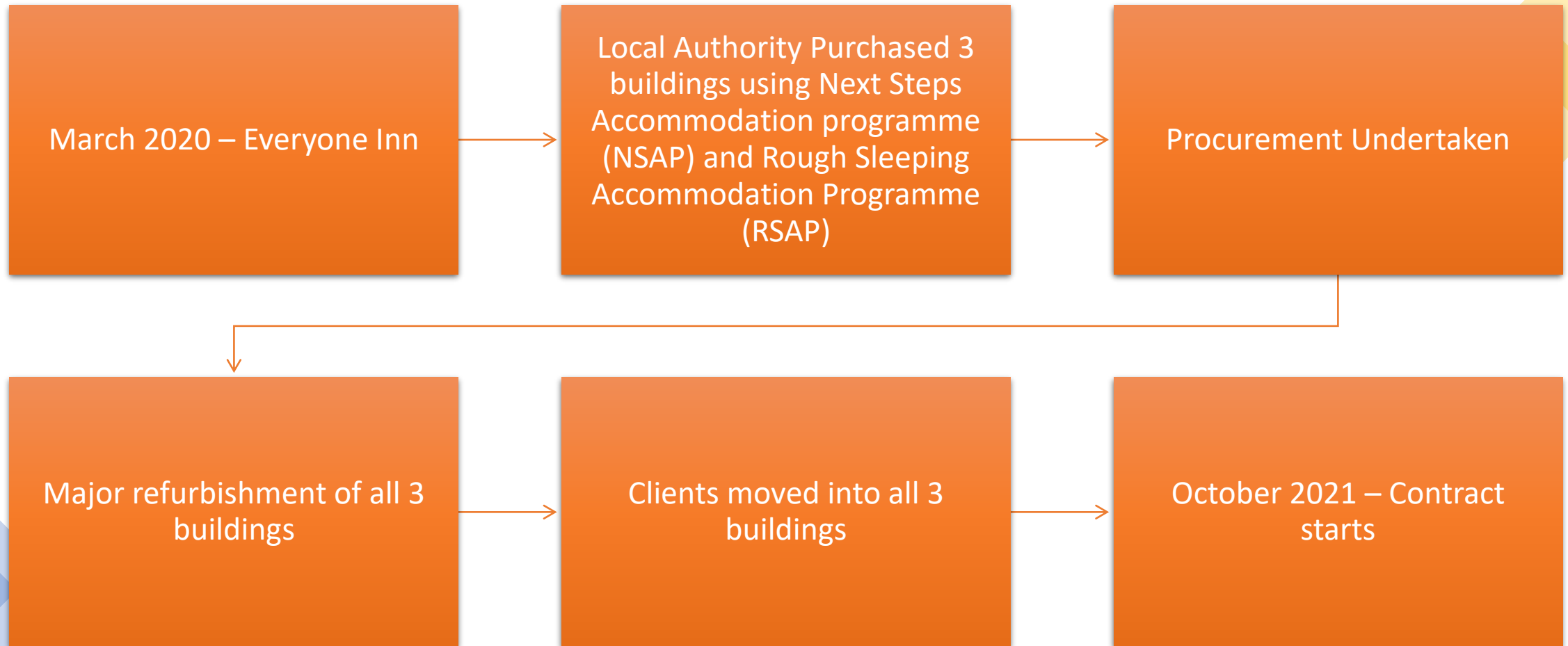


Understanding the Rough Sleeping Pathway in Portsmouth

'Rough sleeping will be ended when every local area ensures that rough sleeping is prevented wherever possible and, where it cannot be prevented, it is rare, brief and non-recurring'

Source - [First step to defining an end to rough sleeping \(homelessnessimpact.org\)](https://homelessnessimpact.org)

Understanding the Rough Sleeping Pathway in Portsmouth





Purpose of the pathway

To provide safe, sustainable accommodation for people at risk of rough sleeping, and work with them to facilitate a move on to suitable, sustainable and settled housing.

Outreach and Navigator Support

Outreach team - 3 outreach workers working 7 days a week

- Access R/S hub
- Attend GP appointments refer to Drug & Alcohol services
- Make benefit applications
- Make homeless approach
- Meet basic needs whilst street homeless
- Refer to foodbanks and food provisions.

Navigator team – 6.2 Navigators

- 3 x based in the community
- 1 x co-located with probation
- 2 x based in the QAH discharge team
- 0.2 x specialising with clients who have restricted eligibility
- Supporting a cohort of clients in hotel / caravan placements – some with no recourse awaiting status decisions or with pre-settled status being encouraged into work to be able to fund future accommodation

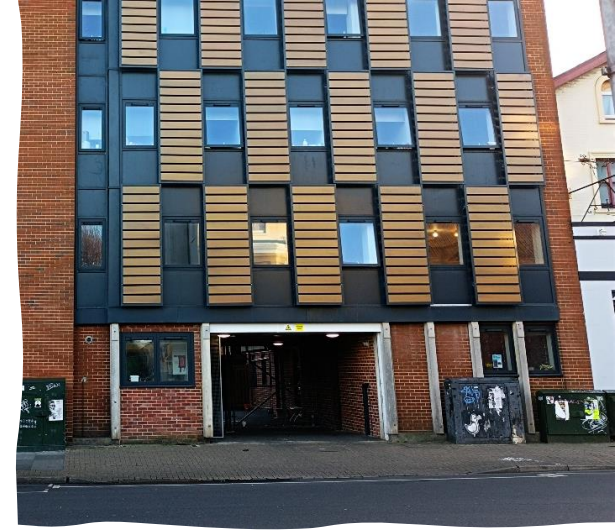
Re-connection work /advocating for client at other local authorities.

Co-ordinating support for complex high risk individuals who have no immediate housing solution.

Leading on Pathway placements where Navigators are best placed to handover to support staff in a timely manner to sustain engagement from client and achieve best outcome.

Rough Sleeping Hub – 130 Elm Grove


- Daytime support for rough sleepers 8am-4pm 365 days per year
- Shower, laundry, breakfast, snacks and hot drinks, locker storage, access to IT, facilities
- Access to healthcare services, including mental health, recovery services, dentist and podiatry
- Keywork support and advice to access housing and benefits.
- 2 No Second Night Out Beds for new rough sleepers





Pathway Accommodation & Support

Three accommodation units providing temporary housing :

- 
- The Registry
 - 41 beds
 - Intensive support
 - Kingsway house
 - 45 beds
 - Medium support
 - Elm Grove
 - 19 beds
 - Low support
 - Rough Sleeping Hub
 - daytime support for rough sleepers
Kingsway House
 - Society of St James (SSJ) is the commissioned support provider – contracted until 31/3/24



The Registry 1-2 St Michael's Road



The Registry – high support

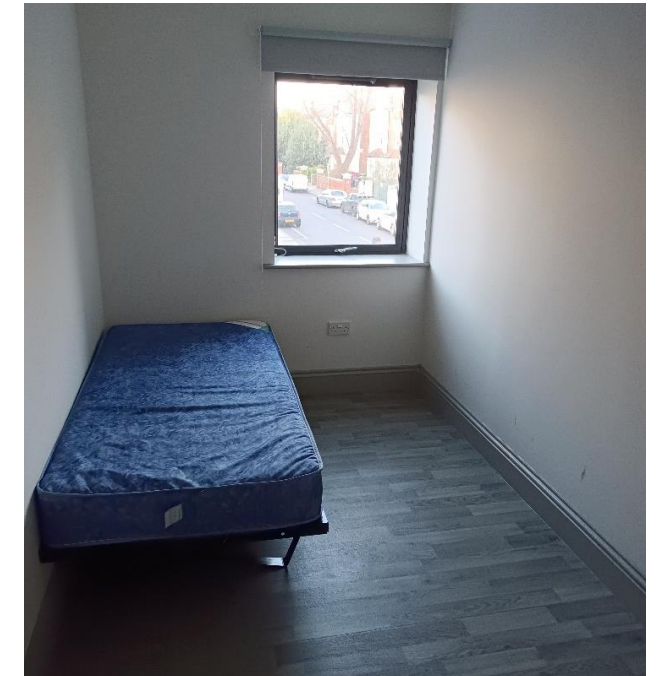
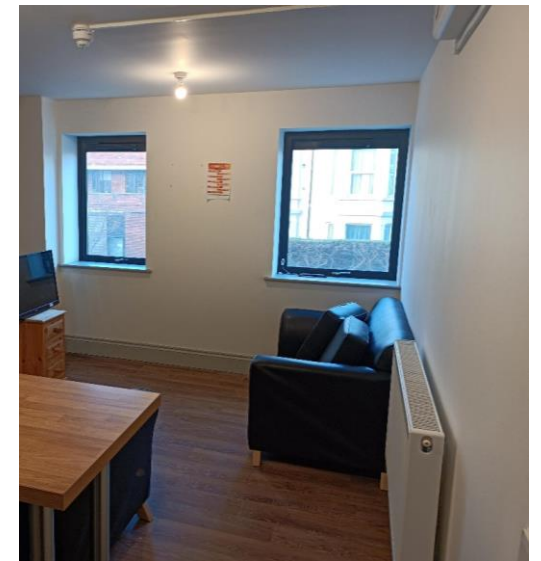
- *The Registry – Intensive support*
- *41 self- contained rooms – ensuite and microwave and fridge*
- *4 storey building – no lift*
- *Communal kitchen area*
- *Staffed 24/7 by SSJ*
- *Twice daily welfare checks and keywork support*
- *Managed access to the block*

Kingsway House – 130 Elm Grove



Kingsway house - medium support

- *45 rooms within 8 flats. 4x4bed flats, 3x7bed flats, 1x8 bed flat.*
- *5 storey building with lift access*
- *Each flat has shared kitchen and bathroom areas.*
- *Support staff on site 24/7.*
- *Daily welfare checks and keywork support*
- *1 designated female only flat.*



155 Elm Grove





Elm Grove –
Low support
– 155 Elm
Grove

- 19 rooms in 5 flats. 2x3beds, 2x4 beds 1x5beds.
- 2 storey building – no lift
- Each flat has shared kitchen and bathroom areas.
- Visiting support from staff at Kingsway House
- Daily welfare checks and keywork support

Criteria for pathway

- Must be eligible
- Must be confirmed by Outreach as a rough sleeper or at risk of rough sleeping or prison release
- Usually non-priority. Individuals with PN may be agreed on case by case basis if rough sleeping with no other options.
- Have a local connection or options to reconnect have been exhausted.
- Have had an homeless assessment by HNAS.
- Pathway referral completed - including risk assessment
- Individuals placed under S189B Relief duty – power to accommodate



Terms of licence

- Protected licence
- Licence conditions – includes no smoking and no visitors
- Must agree to engage with support from support provider
- Rental liability £115.38 pw
- Pets – allowed subject to assessment
- Rooms may be closed if absent for 24 hours
- Refusal of move within pathway considered to be occupant giving 24 hours notice
- Refusal to move to settled housing considered to be occupant giving 7 days notice





Support and move on

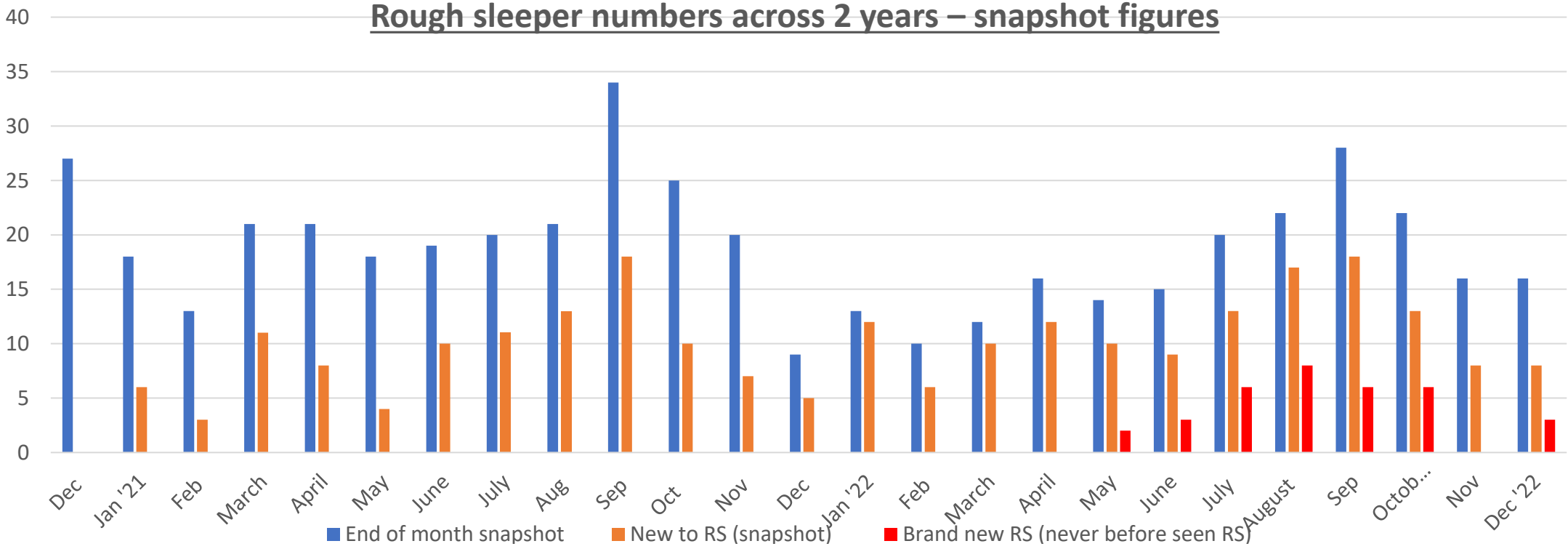
- Each person has a named keyworker and Individual Support Plan (ISP)
- Dedicated Homeless Officer to manage personalised housing plans and made decisions on homeless assessment

Support to change

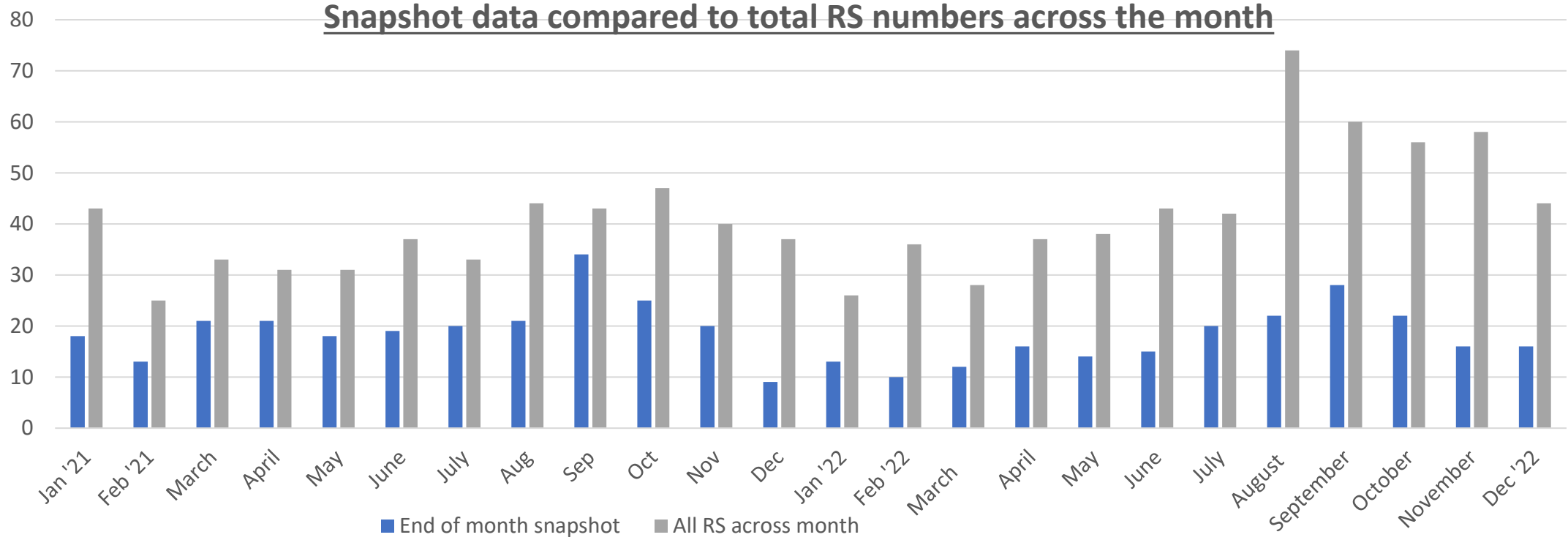
- Social worker to work with individuals rough sleeping and within the Pathway and carry out CA assessments
- Navigators – 121 work with rough sleepers
- Homeless Drug and alcohol team
 - complex needs workers, support to access treatment
 - Mental Health Nurse – p/t
 - Psychology support
 - Peer mentors
- GP and Nurse Practitioner
- Smoking cessation support
- SSJ – Choose Life: cooking, gardening, gym, CV sessions, men's and women's groups, acupuncture, quiz nights.



Rough sleeping monthly trends

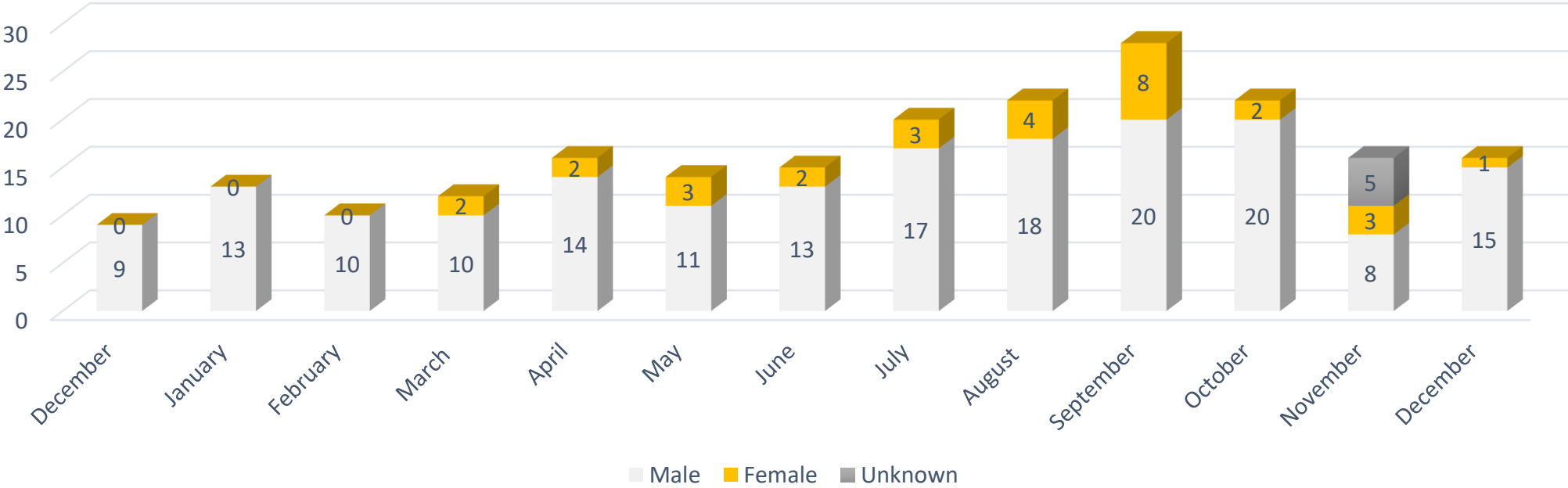


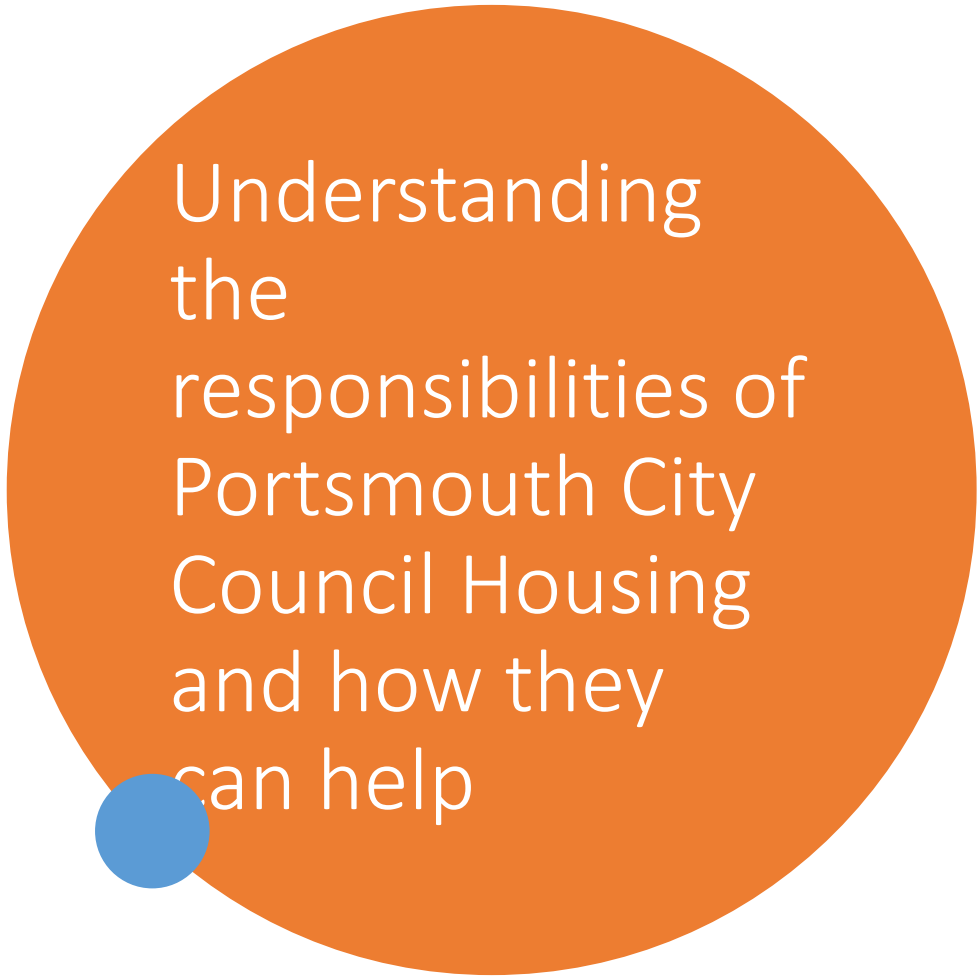
Rough sleeping monthly trends




Male/female data comparison 2021/22

Number of Rough Sleepers (snapshot data)





Understanding
the
responsibilities of
Portsmouth City
Council Housing
and how they
can help



The Homelessness Reduction Act 2017 is one of the biggest changes to the rights of homeless people in England for 15 years.

It effectively bolts two new duties to the original statutory rehousing duty:

- Duty to prevent homelessness
- Duty to relieve homelessness

Prevent Homelessness

- Take 'reasonable steps to help the applicant to secure that accommodation does not cease to be available'
- Applies to;
 - All eligible applicants
 - 'threatened with homelessness within 56 days'

Gives the local authority a duty to assess and provide a personalized housing plan

Ends:

- If the help works
- After 56 days (except in cases of s.21 notice)
- If the applicant becomes homeless
- If applicant deliberately and unreasonably refuses to cooperate
- Applicants who become homeless then move on to the relief duty

Relief Homelessness

Take 'reasonable steps to help the applicant to secure that suitable accommodation becomes available'

Applies to:

- All eligible applicants who are homeless
- Duty to assess and provide a personalised

Ends:

- If the help works (Secure 6-month tenancy)
- After 56 days
- If applicant deliberately and unreasonably refuses to cooperate
- If applicant refuses a suitable offer of accommodation
- Priority need, unintentionally homeless applicants who remain homeless fall on the main duty

Main Homeless duty

- If homelessness is not successfully prevented or relieved, a housing authority will owe the main housing duty to applicants who are eligible, have a priority need for accommodation and are not homeless intentionally.
- Under the main housing duty, housing authorities must ensure that suitable accommodation is available for the applicant and their household until the duty is brought to an end, usually through the offer of a settled home.
- The duty can also be brought to an end for other reasons, such as the applicant turning down a suitable offer of temporary accommodation or because they are no longer eligible for assistance.
- A suitable offer of a settled home (whether accepted or refused by the applicant) which would bring the main housing duty to an end includes an offer of
 - a suitable - secure or introductory tenancy with a local authority
 - accommodation through a private registered provider (also known as a housing association)
 - the offer of a suitable tenancy for at least 12 months from a private landlord made by arrangement with the local authority

5 Tests of Homelessness

1. Eligibility for assistance assessment of immigration status / right to reside
2. Homelessness – homeless or Threatened with Homelessness
3. Priority need – in priority need group? Vulnerable?
4. Intentional homelessness – reason for the homelessness – deliberate act or omission?
5. Local connection – residence or other connection

Eligible for Assistance

- Applicants must be eligible in order to get homelessness assistance and to access councils' allocations schemes
- Whilst the criteria for DWP and housing assistance are the same, a separate test should be applied

Homeless or TWH

- S.175: a person is **homeless** if they do not have accommodation which is both:
 1. Legally available for their occupation
 2. Reasonable for them to continue to occupy
- A person is **threatened with homelessness** if they are likely to be 'homeless' within 56 days*
 - ...Or if a valid s.21 notice to expire within 56 days

Priority Need


- If applicant is:
 - A pregnant woman (member of household / someone who might reasonably be expected to reside)
 - A person with whom dependent children reside / might reasonably be expected to reside
 - A person who is homeless, or threatened with homelessness, as a result of an emergency such as flood, fire or other disaster
 - Aged 16 or 17, is not a relevant child or a child in need to whom a LA owes a duty under section 20 of the Children Act 1989
 - Aged under 21 who was (but is no longer) looked after, accommodated or fostered between the ages of 16 and 18
 - A person who is homeless as a result of being a victim of domestic abuse
- If applicant is vulnerable...
 - **As a result of old age, mental illness or handicap or physical disability or other special reason (member of household / someone who might reasonably be expected to reside)**
 - **(Special reason: e.g. young person / former asylum seeker)**
 - (A person aged 21 or more) as a result of having been looked after, accommodated or fostered
 - As a result of having been a member of Her Majesty's regular naval, military or air forces
 - As a result of serving a custodial sentence, being committed for contempt of court or similar, or being remanded in custody
 - As a result of ceasing to occupy accommodation because of violence (other than domestic abuse) from another person or threats of violence from another person which are likely to be carried out

Intentional Homelessness


1. A deliberate act/omission by the applicant
2. In consequence of which
3. they ceases to occupy accommodation
4. Which is available for their accommodation
5. And which it would have been reasonable for them to continue to occupy

Local Connection

1. Residence / past residence: benchmarks of 6 out of 12 months or 3 out of 5 years
2. Employment: non-casual work, must actually work in the area
3. Family associations – e.g. parents, children, siblings who have lived there for at least 5 years (can extend further)
 - For referral, only if client's wish
4. 'Special circumstances



The Homeless reduction Act introduced a **duty on specified public authorities to refer service users who they think may be homeless or threatened with homelessness to local authority homelessness/housing options teams**



Understanding the statutory responsibilities of agencies under the Duty to Refer

what professionals from all agencies can do to help prevent homelessness.

Specified public authorities

- Jobcentre plus
- Social service authorities
- Prisons (public and contracted out)
- All probation services
- Youth offender institutions and youth offending teams
- Secure training centers (public and contracted out) and colleges
- Accident and emergency services provided in a hospital
- Urgent treatment centers, and hospitals in their capacity of providing in-patient treatment

The Ministry of Defence is also subject to the duty to refer in relation to members of the Royal Navy, the Royal Marines, the regular army and the Royal Air Force.

Consent & Choice

A referral cannot normally be made without the person's consent. Consent can only be waived to safeguard children or vulnerable adults, in line with local procedures

A person being referred has the right to choose which English local housing authority they want to be referred to. The local authority must respond to the referral regardless of whether the person has any connections to that area.

An agency can only refer to one local authority

What must
be included

The person's name
and contact details

The reason for the
referral

The referring public authority can include additional information about the person

whether they are homeless and at risk of rough sleeping on the date the referral is made

when they are likely to become homeless

whether they are subject to a risk assessment

key medical information

Public authorities are not required to carry out housing needs assessments before making a referral under the duty to refer

Hampshire Homeless Protocol

Local Authorities and Public
Authorities signed up to
Hampshire Homeless
protocol

[duty-to-refer-form-v1-
20180924.pdf](#)

Examples of Duty to Refer

From: |
Sent:
To: Duty To Refer <DutyToRefer@portsmouthcc.gov.uk>
Cc:
Subject: Homelessness - Duty to refer
Importance: High

Good afternoon.

I have a claimant who is homeless and sofa surfing. He has consented to the referral. Full details are below.








Name:
Contact details:
Date of birth:
Household composition: Single man, no dependents
Currently living: Sofa surfing
Consent: The claimant has given verbal consent to the referral

Kind Regards


Hampshire Homelessness Referral Form

This is a referral to Housing Services made under the Duty to Refer requirement of the Homelessness Reduction Act 17 section 213B. The Local Authority that is approached will provide advice and assistance to anyone who is homeless or at risk of becoming homeless. All customers will receive written advice. This may be in the form of a Personalised Housing Plan. This referral should be to **one chosen Local Authority only**. See overleaf for notes from the Hampshire Homeless Referral Protocol.

 Please complete this referral form electronically:

Has the Customer consented to a referral to Housing Services? (Note – you can only make a referral where consent has been given)		Date of consent: 24.01.2023
Customer's Name: 	Date of Birth: 	
Customer's Address: NFA	Phone Number: 	
	Email address:	
How would the Customer like us to contact them? On the above mobile number or via Probation: 		
Reason for referral (Please provide details of their current accommodation and why they are homeless or threatened with homelessness)  is currently street homeless in Portsmouth after being banned from  which is where his partner resides. It is believed he was living with her without permission prior to being banned. He is now street homeless.		
What date is the customer likely to become homeless? – Is currently homeless		
Are there any known, ongoing medical conditions? If so, what are they and what medication is the customer taking? Is supposed to be taking 50mg Sertraline but tells me he is not at present		
Registered GP and Practice details: Not registered – hasn't been for a number of years now.		
Contact details of referrer: 		

Are there any known risks to staff visiting the Customer at home or any other issues that we need to be aware of prior to initial contact?

Staff - The nature of the risk to staff, specifically police officers, is that of physical violence as a result of  violent and impulsive behaviour. He has numerous offences relating to assaults on constables.

Please email this completed form to the customer's chosen Local Authority (LA). You may only refer the customer to one [LA](#) and you should consider the customer's 'local connection' to this LA area.