

Topic Review Scoping Report: Homeless Provision – First point of entry and ‘wet’ facilities review

Appendix 3

Background

Following on from work done by the Communities Commission during the 2009-2010 municipal year, the Planning, Housing and Overview and Scrutiny Board resolved to consider how provision for the homeless could be improved in Derby. After meeting with Lisa Callow, the Head of Housing Options and Advice Services and Matt Palmer, the Single Point of Entry Manager, it became clear that there are two areas in which the Board could most make a positive difference. These are:

- 1) Reviewing the ways in which first time homeless people are provided with information on services in the city, including where they can get a bed for the night and something to eat.
- 2) Reviewing the ‘wet’ provisions for homeless people in the city, including help with alcohol addiction and providing a safe place to sleep for those under the influence of alcohol.

Aims of the review

- 1) To work in partnership with local service providers to identify the current information that is available to first time homeless people and consider if more can be done to assist in signposting the first time homeless to services they require.
- 2) To assess the current facilities being offered in the city to homeless people with alcohol dependency issues or under the influence of alcohol, who have no allocated accommodation, and recommend any feasible improvements to service provision.

The main objectives of the review are to:

- Explore the current ways in which information is provided to the first time homeless in the city.
- Work with those who have experience of homelessness to identify which methods of communication are most successful, and where a first time homeless person may turn to for help or go for information.
- Work in partnership with other organisations to identify if there are any other ways in which we can provide information to the first time homeless.
- Investigate the facilities available to the homeless who have no allocated accommodation and are under the influence of alcohol.

- Investigate the potential options for improving the service provision to those under the influence of alcohol through working in partnership with service providers and other organisations.
- Make recommendations to Council Cabinet and council officers to improve service provisions for homelessness under the scope of the review.

Proposed methodology

The review will be carried out through gathering information and evidence from other council officers, partner organisations, service providers and those with personal or professional experiences of homelessness.

After information has been collated, witnesses will be invited to a further evidence gathering session to answer supplementary questions from the review board. This supplementary evidence gathering session will help members to develop a full picture of the current situation and possibilities for service improvements, and to help the Board identify any recommendations to help achieve the review objectives.

Witnesses

A series of witnesses can be called to give evidence to the Board on this issue. Possible witnesses include:

- Cabinet Member for Housing and Advice.
- Strategic Director for Adults, Health and Housing.
- Service Directors for Younger Adults and Housing.
- Heads of Service and lead officers.
- Organisations providing facilities for the homeless (such as accommodation, food, support, advice and information).
- Outreach workers.
- Careline workers.
- Local people affected by homelessness.

Timing and Timescales for the Review

November 13 2012	Board to approve/amend scope of topic review. Set up a review board.
November – December 2012	Evidence and information gathering.
December 2012 - January 2013	Witness interviews and any visits to facilities. Make recommendations.
January 2013	Write up review.
January 29 2013	Submit recommendations to the PHL Board for approval.
February/March	Take report and recommendations to Council Cabinet.

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CH September 2012