



Derby City Council

## **Topic Review of the Planning, Housing and Leisure Board – 2012-2013**

# Homelessness Topic Review Report

**Lead Member - Councillor Margaret Redfern**  
**Chair - Councillor Paul Pegg**

Final - Version 7

## **Foreword**

As former Chair of the Planning, Housing and Leisure Board and current Chair of the Corporate Scrutiny and Climate Change Board, I understand the important role that scrutiny board and members have to play in challenging decisions made by the Council Cabinet, scrutinise existing and developing council policies and making informed recommendations to drive improvement and the development of services within our remit.

Although homelessness has been reviewed by a previous scrutiny commission, after receiving some progress reports and discussions about the impacts of funding, budgets cuts and changes to the welfare system, the board resolved that the time was right to revisit this issue. Members decided that we should review the situation following the decommissioning of some services in April 2013 and the introduction of the government's 'No Second Night Out' project to look at the way in which Derby City Council, Derby Homes and our partners work together in the city to help and support the city's homeless population, and to review ways in which we can try and reduce and prevent homelessness during these difficult times.

This review has at times been challenging and emotional, highlighting and confronting some of the most desolate and complex issues and situations that the city's homeless (and those providing services in this area) face on a daily basis. However, the review has also highlighted that many people in Derby work passionately and tirelessly to help support the city's homeless population, and those at risk of becoming homeless.

I would sincerely like to thank all those who have given their time in taking part in this review through hosting visits, providing information and attending witness interviews. I would like to offer particular thanks to Jackie Newbury and staff at Derby Soup Run, Jackie Carpenter, Mark Menzies and Alicia Reid at Derventio Housing; Reg Smith of Riverside ECHG, Gillian Sewell, Rachel Morris and David Finn of YMCA Derbyshire; Pat Zadora of the Padley Group, Guy Freeman and Damon Musgrove of the Red Cross; and Lisa Callow and Matt Palmer of Derby City Council's Housing and Advice Services. I am also grateful to Clare Harrison, the Overview and Scrutiny Officer and Sarah Koniarski, the Constitutional Support Officer who both support the board and accompanied me on cold late evening visits to hostels and the Derby Soup Run.

I would also like to thank Councillor Paul Pegg, who is my successor as Chair of the Planning, Housing and Leisure Board and who agreed to continue with this review into his term as Chair, and fellow board members Councillors Ann MacDonald, Bob Troup and Faye Winter, who made up the working group for this review and gave up additional time to ensure its completion.

**Councillor Margaret Redfern**  
**Chair of Planning, Housing and Leisure Board 2012-2013**

<b>Contents</b>	<b>Page</b>
1. Introduction	4
2. Background	4
3. Aims of the review	5
4. Objectives of the review	5
5. Methodology	5
6. Recommendations	7
7. Further conclusions	14
Appendix 1 –Background Information Pack	18
- List of documents	
- List of Local media articles	
- List of web based information provided	
Appendix 2	
- YMCA Derbyshire ‘The Campus Service User Figures 16-19 Year Olds	20
Appendix 3	21
- DCC Mortgage Rescue Scheme figures	
- DCC No Second Night Out Statistics	
- DCC Number of bonds issued - April 2012 to March 2013	
Appendix 4 – Supporting information	
- No Second Night Out information Booklet	
- Local Assistance Scheme signposting sheet	
- Derby Homefinder – web information	
- DCC Homelessness web information	
- ‘Are you sleeping rough in Derby?’ leaflet	
- Care Line – information	
- YMCA Campus – leaflet	
- Dogs Trust Hope Veterinary Scheme - web information	
- Food Banks and food lists	

- British Red Cross – Refugee Services - information sheet
- FareShare scheme – web information
- NFT logistics – web information
- ESOL (English for Speakers of Other Languages) – course list/information sheet
- Derventio Housing – help sheet
- Riverside ECHG ‘GROW’ programme
- ‘Padley 4000’ campaign
- Padley Homeless Centre information sheet
- Padley Homeless Centre Services referral routes

Appendix 5 - Witness interview session - key notes

## **1. Introduction**

- 1.1 In June 2012, the Planning, Housing and Leisure (PHL) Overview and Scrutiny Board requested a report reviewing progress made in relation to homelessness following on from a review undertaken by the Communities Commission during the 2009-2010 municipal year. The board were particularly interested in examining the effectiveness of the recommendations that were made following the review, and had concerns about the impact of impending changes to welfare reform and increasing numbers of people finding themselves homeless, as well as the impacts of reductions in grants to homelessness service providers.
- 1.2 After an initial meeting with the Chair of the board, the Head of Housing Options and Advice Services, the Single Point of Entry Manager and the Overview and Scrutiny Officer to discuss the aims and objectives of the review, a scoping report was developed to achieve the agreed objectives. The board agreed to focus upon reviewing the ways in which first time homeless people are provided with information in the city. The review also included looking at the 'wet' provision for homeless people in the city, help with alcohol addiction and providing a safe place to sleep for those under the influence of alcohol.
- 1.3 The board collected evidence through various means including site visits and witness interviews with service providers. The board also reviewed local and national guidance, policies and other useful web sites and publications.
- 1.4 After reviewing the evidence this draft report was produced for consideration by the wider PHL Board on Tuesday 11 September 2013.

## **2. Background**

- 2.1 The Council currently has a contract with a number of providers to deliver housing related support and these contracts expire at the end of September 2013, with a number of housing related support schemes in the city already having been decommissioned. Prior to this, the Housing Related Support budget funded approximately 527 short term bed spaces, which reduced to 347 in April, and this number will reduce further to approximately 150 bed spaces in October 2013, including the beds available at Milestone House (there is no reduction planned for beds at Milestone House). This means that the city has lost approximately 377 bed spaces through the implementation of Government cuts and their impact on the Housing Related Support budget.
- 2.2 Following a tendering exercise to deliver enforced budget savings, new contracts will be awarded to service providers from 01 October 2013. Although the review looked at homeless service provision in the city, this did not include a review of the contracts awarded for Housing Related Support.

### **3. Aims of the review**

- 3.1 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 the services they require.
- 3.2 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.

### **4. Objectives of the review**

- 4.1 To explore the current ways in which information is provided to the first time homeless in the city.
- 4.2 To work with those who have experience of homelessness to help identify which methods of communication are most successful, and where a first time homeless person may turn to for help or go for information.
- 4.3 To work in partnership with other organisations to identify if there are other ways in which we can provide information to the first time homeless.
- 4.4 To investigate the facilities available to the homeless who have no allocated accommodation and are under the influence of alcohol.
- 4.5 To 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.
- 4.6 To make recommendations to Council Cabinet and council officers to improve service provisions for homelessness under the scope of the review.

### **5. Methodology**

- 5.1 Following commencement of the review in the 2012-2013 municipal year, the 2013-2014 Planning, Housing and Leisure Board invited its members and the previous Chair of the board to form a working group to complete the review. The working group was formed of:

Councillor Margaret Redfern (PHL Chair 2012-2013)  
Councillor Paul Pegg (PHL Chair 2013-2014)  
Councillor Ann MacDonald  
Councillor Fay Winter  
Councillor Bob Troup

- 5.2 A Background Information Pack consisting of paper and web-based information collated by the board was distributed to all Councillors in the working group. This information provided background knowledge and information to help inform the development of the review and prepare for the witness interview sessions, and to help develop informed recommendations.
- 5.3 The Background Information Pack included a wide range of material including the council's current strategy to tackle homelessness in the city, communications information and signposting available to those seeking assistance, as well as current local and national homelessness statistics and guidance documents. The pack also included information on rough sleeping, cold weather provision, and information on the newly implemented No Second Night Out scheme (see Appendix 4), as well as some of the media interest in the changes that have occurred due to budget cuts and the changes to service delivery in the city.
- 5.4 Council Officers identified as key partners delivering a range of different services for the homeless in the city, and some of the main service providers were invited to give evidence on the topic review on 16 July 2013. All of these partners responded positively to the invitation.
- 5.5 The topic review working group heard evidence from a total of 11 witnesses over six sessions.
- 5.6 The witnesses were:

**DCC Housing Options and Advice Services**

Lisa Callow, Head of Housing Options and Advice Services  
Matt Palmer, Single Point of Entry Manager

**YMCA Derbyshire, Campus for Learning and Development, London Road**

Rachel Morris, Head of Housing and Communities, Chair of the Derby Hostel Liaison Group and Chair of the Street Drinkers Reference Group  
David Finn, Development Manager

**Riverside ECHG (Centenary House and No Second Night Out)**  
Reg Smith, Support Manager

**Derventio Housing**

Mark Menzies, Housing and Support Director  
Jackie Carpenter, Head of Communications and Strategy  
Alicia Reid, Operations Manager, Milestone House

**Padley Group - Day Centre and Hostel**

Pat Zadora, Chief Executive

**British Red Cross**

Guy Freeman and Damien Musgrove, Refugee Services

## **6. Recommendations**

Following a review of the evidence gathered through visits, witness interviews and through reviewing documental and web-based information, the working group came to a number of conclusions. Firstly, and as mentioned in section 2.1 of this report, the board are aware that the city has lost approximately 377 bed spaces through the implementation of Government cuts and their impact on the Housing Related Support budget. This has impacted on a number of service providers who provide temporary and supported accommodation for the city's homeless population. The purpose of this review was therefore not to focus on the number of beds that are available, but to look at how the services that are available are being delivered and make any recommendations for changes to the way in which we work together to deliver them. The review also sought to examine how people who are homeless, or at risk of becoming homeless know where they can go for help and support.

### **Recommendation 1 – Development of a homelessness liaison group**

**A homelessness liaison group should be created and led by the Council, bringing together key partners in the city.**

The group should include the city's homelessness service providers and other partners to work towards a more holistic approach to providing services and disseminating key information across the city. The group should also include representatives from the health service responsible for mental health (currently Derbyshire Healthcare NHS Foundations Trust) and relevant officers from both the children's and adult's safeguarding teams. The group could also include the police and probation service.

### **Reasons for recommendation**

Although the evidence collated suggests that Derby City Council and the majority of other organisations providing services to prevent and reduce homelessness in the city, (along with those who assist homeless people and those at risk of becoming homeless) currently work well together, this should be improved by being more formalised. The board also believes that working more closely together and in a more formalised manner may ensure a better use of resources and a much more robust approach to problem-solving and resolving issues, enable information sharing and promote a shared responsibility to future scheme development and delivery.

Children's services also need to be better engaged with the issue of homelessness and the potential role they play in preventing homelessness in young adults. Better partnership working between the council's children's services and homeless service providers could help prevent many young people from seeing homelessness as a more attractive option than remaining with their families or carers.

## **Recommendation 2 – Health and homelessness**

**The health services should be asked to contribute more funding and support towards the provision of some homelessness services through engagement with the homelessness liaison group.**

Service providers expressed concern over a lack of responsibility taken by the Derbyshire Healthcare NHS Foundation Trust on the issue of homelessness and the efforts being made by homeless service providers across the city to provide care, support and accommodation for people with addictions, complex needs or those in need of respite or palliative care.

### **Reasons for recommendation**

The topic review working group heard evidence suggesting that many service users have mental health issues or behavioural problems as well as drug and or alcohol dependencies. The Derbyshire Healthcare NHS Foundation Trust, the Southern Derbyshire Clinical Commissioning Group and the council's Public Health Directorate need to be far better engaged with the issue of homelessness and acknowledge the financial savings they make through the delivery of services by other organisations working with individuals who would otherwise require regular access to the health care services. It is felt that the provision of healthcare services in co-operation with homelessness providers could be developed through the recommended homelessness liaison group.

## **Recommendation 3 – Development of a 'homelessness' web page**

**The council's web site should be developed in partnership with service providers to give a range of information on services and assistance that is available to people who are homeless or at risk of becoming homeless.**

This could be developed through the homelessness liaison group and include information on:

- welfare rights,
- housing (including hostels and emergency accommodation),
- health care,
- assistance with clothing, laundering and grooming services,
- food and food parcels,
- debt and money advice (including budgeting),
- signposting and links to education, training and employment,
- information/guidance on how to avoid becoming homeless and how we can help.

### **Reasons for recommendation**

There is a great deal of web-based information available for people who have found themselves homeless or are at risk of becoming homeless.

Organisations such as Homeless Link and Shelter offer a lot of advice and guidance and signpost people to a range of services that can be accessed for assistance. Shelter has an Emergency housing rights checker which enables people to quickly and easily understand the kind and level of help that an individual may be able to access. The Derby Homefinder site also offers signposting to those in need of help, as does the council's web site, however the information is focussed almost solely on accommodation and could be expanded to take a more holistic approach to address the issues surrounding the loss of accommodation or impending homelessness. The information on the Local Assistance Scheme signposting sheet (see Appendix 4) available on a different part of the web site could be included here.

#### **Recommendation 4 – Development of a guide to homelessness**

**The council should work in partnership with service providers across the city to develop and produce a guide to the services and assistance available to rough sleepers, people living in supported accommodation and people at risk of imminent homelessness.**

The guide should bring together, and in some cases expand on the information that is currently available. It should be produced in such a way that it can be easily carried disseminated. The guide should include a range of useful information as determined by service providers and service users, potentially through Derby Hostel Liaison Group or the recommended homelessness liaison group. The guide should be developed, printed and disseminated across the city as soon as possible in anticipation of approaching colder weather. The guide should also be made available to those patrolling the streets at night such as street pastors, streetpride/neighbourhood workers and PCSOs and should be available in council offices, libraries and places where homeless people may visit or seek refuge as determined by service providers.

#### **Reasons for recommendation**

The board received a number of different sheets from organisations signposting people to where they can go for free food, cheap meals and food parcels. It is clear that there is duplication in effort around the paper-based information that is disseminated around the city and this contains varying levels of accuracy and detail. This information needs to be brought together into one package which is regularly reviewed for accuracy.

From the evidence gathered the board has found non web-based information is much scarcer and is available mainly from service providers, which relies on service users to have already started accessing services. The evidence reviewed suggests that much of the information is passed on through word of mouth and further work needs to be done on signposting and promoting services to those who are newly homeless, or at risk of becoming homeless for the first time. The council produced 'Are you sleeping rough in Derby?' leaflet (see Appendix 4) goes some way to promoting services in a holistic way, but again could include additional useful information.

**Recommendation 5 – Homelessness signposting information should be displayed overnight on an externally facing screen close to the main entrance of the Council House.**

#### **Reasons for recommendation**

Evidence suggests that the Council House is likely to be the first point of access for many people who may have found themselves newly homeless. The board is concerned that at times when the Council House is closed (evenings and weekends) people in need of support and assistance will not know where to go to access services and get advice and assistance. Information for rough sleepers and the newly homeless should be therefore available after hours on the screen to signpost them to Milestone House.

#### **Recommendation 6 - No Second Night Out referrals**

**The council's Single Point of Entry Team should work with Riverside ECHG to adapt the referral procedure to ensure that people are being referred to the right accommodation first time.**

The needs of the individual should be taken into consideration when placing them in supported accommodation. Referring people into accommodation that does not suit their needs may mean that the one opportunity available to help them off the streets is missed.

#### **Reasons for recommendation**

It was clear from the evidence gathered that the success of the 'No Second Night Out' Derby and Derbyshire (NSNO) initiative being delivered by Riverside ECHG is currently varied and unclear. Although the figures reported are encouraging (see Appendix 3) and the initiative has other successes associated with it (including ensuring that Milestone House can be used as it should be, to provide temporary emergency accommodation) service providers also expressed some concerns. One provider expressed concerns that a number of the people who were placed with them should have gone somewhere more appropriately placed to manage their chaotic lifestyles before being moved on to them. It was also felt that people are being placed in the wrong accommodation against their wishes and therefore return to the streets in order to continue with their chaotic lifestyles, instead of being appropriately placed in the first instance. It may be therefore that an increased provision of 'wet' accommodation or facilities for service users may be needed in order to improve the success of the NSNO initiative.

**Recommendation 7 – Derby City Council’s Housing and Advice Service Manager should investigate the options to extend the provision of the Single Point of Entry Assessment Service and access to relevant existing assessment data for authorised ‘out of hours’ staff involved in placing individuals in supported accommodation.**

The evidence showed that a detailed Single Point of Entry Assessment is not available outside of working hours (9am to 5pm, Monday to Friday) or on weekends or public holidays. Although ‘Care Line’ (see Appendix 4) is available to assist people from 5pm until 9am when the assessment team is unavailable, Members felt that a lack of a face to face ‘out of hours’ assessment is a contributing factor to the failure of placing individuals in the right environment first time.

**Recommendation 8 – No Second Night Out outreach worker working times**

**The outreach worker times should be extended to increase the potential number of rough sleepers identified by outreach workers.**

**Reasons for recommendation**

Service providers also felt that the NSNO workers who go out onto the streets to look for rough sleepers are not working at the right time to find the majority of people who may be sleeping rough. It was felt that starting at 7am was too late to find these people, particularly where daylight hours are long in the summer months.

**Recommendation 9 – Severe weather provision**

**Severe weather provision should continue to be provided in Derby in addition to the No Second Night Out initiative and should be in place from December 1 until March 31. The provision should also be extended to include the months of November and April if temperatures are particularly cold.**

Concern was also expressed for the winter months, where it was unclear whether the NSNO initiative would replace cold weather provision, or be in addition to it. The NSNO criteria, which applies only to new rough sleepers would restrict access for many service users who rely on the severe weather provision for warmth and shelter during the winter months.

\* Sit-up beds are temporary beds (such as camp beds) used to provide further temporary accommodation during the severe weather provision period.

### **Recommendation 10 – Sit-up beds\***

**The provision of sit-up beds in homeless service provider accommodation (and the associated health and safety and risk assessments) should be reviewed with a view to increasing the number of beds available during the severe weather provision.**

#### **Reasons for recommendation**

The board is also concerned that a reduction in the number of service providers operating within the city combined with a reduction in the number of sit-up beds allowed within the facilities continuing to operate will leave a large shortfall in the provision to meet the actual demand. This potential situation gives grave concerns to the board and service providers for the health and well-being of the city's rough sleepers. However, the board was glad to hear that since the start of this review Derby City Mission have been working with a number of churches to set up a scheme which will provide additional accommodation for up to 35 people every night during the cold winter months.

### **Recommendation 11 - Wet facilities\***

**The council's Housing and Advice Services should work with service providers in the city to review the number of 'wet' facilities available and potential shortfall, and assess any opportunities to increase the number of 'wet' facilities available.**

Further to evidence presented from service providers, there appeared to be a potential lack of accommodation and sit-up provision for those who have an alcohol dependency or who are under the influence of alcohol. In order to ensure the success of the No Second Night Out Scheme the accommodation offered to individuals should meet their needs first time to prevent re-entry to the streets. It seemed that some individuals may have been placed in 'dry' accommodation before their chaotic lifestyle issues have been managed and controlled, and are therefore placed in an unsuitable situation which is not appropriate to their needs.

\* Wet facilities allow those with an alcohol dependency to drink alcohol in specific locations under managed circumstances.

## **Recommendation 12 – Education, employment and training**

**Derby City Council should work in partnership with education providers, local businesses and homelessness partners to investigate the potential for developing a new EET (education, employment and training) scheme for individuals living in supported housing.**

### **Reasons for recommendation**

From the evidence heard, EET is now lacking in the city in terms of helping people to become skilled and educated so that they can move on from supported accommodation and into sustainable tenancies. Previously, when Milestone House was built and developed a lot of work was being done in this areas due to certain outputs that had to be met in terms of the funding received, but this has become less of a priority over time due to reductions in funding levels. Similarly, the board heard that the YMCA Derbyshire (see Appendix 4) has done a lot of work in this area on their 'Campus' (see Appendix 2) but they are likely to be facing a similar issue in the near future. The board is concerned that although the level of funding has decreased, an increased focus is required on providing EET support to individuals residing in supported housing. The board heard that the risk involved in not providing this sort of support is that individuals have no meaningful activity and structure in their day-to-day lives, and they are likely to turn back to a chaotic lifestyle, lose their tenancy and end up back on the streets and in turn, back in supported accommodation. This cyclical effect is likely to be much more costly in the long-term than providing support schemes to enable people to develop more independent and constructive lifestyles. Riverside ECHG's 'GROW' programme is a good example of an innovative scheme helping individuals back into meaningful activity and giving them an opportunity to learn new skills (see Appendix 4).

## **Recommendation 13 – Floating support**

**Derby City Council should work in partnership with homelessness service providers and the relevant health authorities to partners to investigate the options for increasing floating support to individuals who have recently moved from supported accommodation into new tenancies.**

### **Reasons for recommendation**

The board heard evidence that without floating support for those who have moved from supported accommodation into new tenancies, a significant number of these tenancies are likely to fail and consequently individuals will return to rough sleeping or living in supported accommodation. The shift from living in supported accommodation to living independently is too great, and a temporary low level of support should be provided to ensure that individuals can maintain their tenancies and learn to live successfully in their independent lives.

## **Recommendation 14 – Outreach advice and assistance**

**Derby City Council’s Housing and Advice services should work in partnership with partners and service providers to arrange for regular outreach sessions at key locations and times to help support the homeless, or those at risk of becoming homeless with welfare rights advice and form-filling and money advice where appropriate.**

The board heard evidence from service providers and from clients using services in the city that access to help and support with welfare rights advice and form-filling at a time and place that is accessible to them would be beneficial. The council should work with service providers (such as Derby Soup Run, Derwentio Housing, Padley and Riverside ECHG) to identify how, when and where it would be appropriate to provide this service and how it can be communicated to those who need it. These services are already provided by Padley for those accessing the Padley Centre (see Appendix 4 for Padley Homeless Centre and referral routes).

## 7. Further conclusions

- 7.1 The review highlighted that many organisations in Derby work hard to advise, support, feed and house the city's homeless population, and continue to work hard to support individuals into more permanent accommodation.
- 7.2 Derby City Council officers reported that the partners that they work with "have been brilliant and are brilliant, and continue to be very supportive". Following the implementation of Government cuts and their impact on the Housing Related Support budget, difficult decisions have had to be taken, resulting in some of these service providers decommissioning their services. A lot of the providers that were decommissioned in April worked extremely hard and in partnership with other organisations to get clients already in their accommodation re-housed. Several organisations also worked extremely hard to find alternative ways to fund their accommodation, to try to maximise the amount of accommodation available to homeless people. One successful example of this is the Padley Centre's 'Padley 4000' Campaign (see Appendix 4). The board is very grateful for this support and continued efforts in working in partnership under very difficult circumstances.
- 7.3 Derby City Council is responsible for the development, design, and implementation of the homelessness strategy, which is done in association with partners in the city, who have a lot of feed-in into what the priorities are going to be for the next five years and how they are going to be able to help the council achieve those priorities. Officers expressed the opinion that "In terms of partnership working we've been quite lucky and probably quite good at it, and though there's more that can always be done, without the partners we would not be where we are".
- 7.4 During a number of visits to providers around the city, the chair of the board and council officers spoke with a number of service users who were very supportive of the assistance they received. Some of the day to day issues that individuals face were raised during these visits, and these highlighted the importance of the range of diverse services provided by organisations in the city to help and support service users. One service user brought to our attention that as a rough sleeper, there is a tendency to lose personal possessions, including things like spectacles which cannot be easily replaced. Without the assistance of some of the city's organisations to help with things like the provision of personal items and access to healthcare services, these individuals would be in a much worse situation.
- 7.5 Speaking with individuals and service providers also brought to the board's attention a range of worthy services and schemes that offer assistance to the city's homeless and those at risk of being homeless, either directly or indirectly. There were several areas that the board heard about and chose not to make recommendations on, but still

wanted to raise the awareness of these services in this report and acknowledge the hard work being done to deliver them across the city. These are covered from section 7.6 to section 7.10.

## **7.6 Services for pets**

Some homeless individuals have pets (dogs in particular) that they keep with them at all times. This can be because they already had a dog when they became homeless, or that they have acquired a dog for company and/or safety after becoming homeless. This presents a number of issues for both the welfare of the animal and the welfare of the individual, and the officers heard that some service providers help with the provision of food for these pets, to ensure that neither the animal nor the owner is going without food. Some of the city's veterinary practices participate in The Dogs Trust Hope Project Veterinary Scheme (see Appendix 4), which provides free and subsidised veterinary treatment to dogs whose owners are homeless or in housing crisis. Centenary House also has a license to keep dogs on the premises so that the owner and the dog do not have to be separated if they are placed in their supported accommodation. The extra care shown both to the owners and their animals through the provision of these services is applauded by the board.

## **7.7 Food services**

Through evidence given by the British Red Cross and through most of the other service providers, it is clear that a lot of work is being done regionally and locally to ensure that those in need can access a good free or cheap meal at least once a day. This includes those who are homeless, living in supported accommodation or at risk of being homeless and are suffering extreme hardship. Much of this food is donated by churches and schools throughout Derby and Derbyshire following their Harvest Festivals. In addition, there are several soup runs and food banks around the city and this information is regularly distributed to service users through a variety of lists and information sheets (see Appendix 4) and information is shared through the Food Networking Forum set up by the British Red Cross Refugee Services (see Appendix 4).

The FareShare scheme (see Appendix 4), Costco, and NFT Logistics (see Appendix 4) provide a lot of good quality food for distribution to service providers around the city. Also, a large number of organisations, volunteers and individuals put in many hours of their own time and money from their own pockets to provide, prepare and serve a great deal of food to ensure that service users are regularly fed. The board understands that without the development of schemes by service providers and the dedication of volunteers in the city, many of the city's homeless and those in hardship would struggle to get a proper meal.

## **7.8 Translation services and language course**

Although the work of the British Red Cross is focussed mainly on refugee services and those seeking asylum in the city, they brought some language and interpretation services to the attention of the board, including NC Fusion (helping new communities) of the Madeley Centre who provide some interpretation services and assist economic migrants in communicating with service providers in order to access assistance and support. The British Red Cross also provided a list of service providers who offer funded language courses which can help individuals to take a course in English for Speakers of Other Languages (ESOL) to adjust to life in the UK (see Appendix 4).

## **7.9 Repatriation/reconnection services**

The board learnt that quite a lot of work is being (and has been) done to try and reconnect homeless people to their local connections, be it in the UK or further afield in Europe for economic migrants. The Council's reconnection fund has contributed to the reconnection of over 30 people back to Eastern European countries. The board was informed of a bus service that comes through Derby (the service starts in Sheffield) and drives across Europe reconnecting people with their home countries. Mark Evans, the Street Drinkers Case Manager runs the Derby City Relocation Project and is the contact for people with No Recourse to Public Funds, particularly if they wish to go back to Eastern Europe or another area of the UK where they have a connection (see Appendix 4, Derventio Housing Help List).

## **7.10 Other schemes and assistance**

The board heard and were encouraged by the range of schemes and assistance that the council offers to prevent homelessness, and would encourage the continuation of these schemes where possible. Some of the figures for these schemes can be found at Appendix 3.

- a) Homelessness prevention fund – this is a very practical fund used for prevention activities such as mitigation/intervention activities to enable people to stay where they are with friends and family. For example this could be used to purchase earphones for a noisy teenager threatened with eviction by parents so they aren't disrupting the rest of the household and can remain at home.
- b) Mortgage rescue scheme – this is administered by the council to help people stay in their own homes. The scheme has strict criteria set by the government and has so far assisted 45 households out of a total of 214 who have applied. Those who have not been eligible for the scheme have been assisted through money and debt advice, re-prioritise their debts and negotiating with lenders.

- c) Midland Community Finance (MCF) fund is a community development finance institution (not a credit union) set up by the council to help provide clients with a low interest or no interest loans where there are no other alternatives for assistance.
  
- d) Bond bank scheme – this scheme assists placing individuals in tenancies where they have no funds for bonds or deposits. The council underwrites a damage limitation clause for private landlords. This is a very successful scheme with 161 bonds issued from 01 April 2012, with only 22 that have been claimed against by landlords. It is a particularly useful scheme for move-on for those in supported accommodation into a tenancy, and also to assist families and single people who the council believes are going to become homeless.

### Background Information Pack

#### List of Documents (with references)

- Homelessness Review Topic Review Scoping Report
- Derby City Council – Homelessness Strategy 2010-2014 (Executive Summary)
- Homelessness Review – Update report to the PHL Board 19 Feb 2012
- Homelessness Strategy 2010-2014 – Cabinet Report 14 Dec 2010
- ‘Are YOU sleeping rough in Derby?’ – leaflet
- ‘Places Offering Free Food in Derby’ – leaflet
- ‘Food Banks in Derby’ – leaflet
- Rough sleepers count (Homeless Link)
- ‘SWEP (severe weather emergency protocol) and extended winter provision - Engaging rough sleepers in Winter’ (Homeless Link)
- ‘Severe Weather Responses – Summary of winter provision for people sleeping rough 2012-2013’ (Homeless Link)
- ‘Homeless? Read This – The rules on how and when the council has to help you’ (A Shelter Guide: Updated January 2013)
- ‘Effective action to end homelessness: Adopting the no second night offer – Developing a service offer for those new to the streets’ (Homeless Link)
- YMCA Supported Housing at YMCA Derbyshire’s Campus for Learning and Development

#### List of Local Media Articles

- £20 million fund is ensuring no second night for rough sleepers nationwide (Derby Telegraph, 18 January 2013)
- 24-hour hub for the homeless thanks to £200,000 funding (Derby Telegraph, 18 January 2013)
- New hub established to tackle rough sleeping [unknown source]
- Extra hostel beds for homeless in cold weather (Derby Telegraph, 26 January 2013)

- Cuts 'will put 800 homeless people out on the streets' (Derby Telegraph, 07 February 2013)

#### **List of web based information provided**

- Derby City Council Housing and Advice
- Action Housing
- Activ8 (Homeless UK web site)
- Riverside ECHG – Centenary House (Homeless UK web site)
- Derventio Housing Trust (Homeless UK web site)
- Hartington House Hostel (Homeless UK web site)
- Padley Day Centre (Homeless UK web site)
- Padley Direct Access Hostel (Homeless UK web site)
- Riverside ECHG – Derby Young Homeless Project (Homeless UK web site)
- Tuntum Housing Association (Homeless UK web site)
- YMCA Derbyshire (Homeless UK web site)
- Padley Group
- Riverside – No Second Night Out referral form
- Streetlink
- Trussell Trust – Food banks

## Appendix 2

### YMCA Derbyshire 'The Campus' Service User Figures – 16-19 Year Olds

	<b>TOTAL</b>
<b>16-17 YEAR OLDS</b>	<b>24</b>
Training	9
Further Education	7
School /Alternative Ed	3
Waiting to/ Agreed Start date	1
employment	1
Volunteering/ PD	0
Not Ready or Available for EET	0
NEET	3
<b>18-19 YEAR OLDS</b>	<b>30</b>
Training	10
Further Education	3
Waiting to/ Agreed Start date	1
employment	3
JCP Training	1
Volunteering/ PD	0
Not Ready or Available for EET	3
NEET	9
<b>TOTAL NEET</b>	<b>12</b>
Total in Each Housing Group	<b>54</b>

### Derby City Council Housing and Advice Services Figures

#### Number of bonds issued - April 2012 to March 2013

- Number of bonds issued in the last year = 161
- Amount underwritten at any one time for bonds = £75K
- Number of bonds claimed against = 22
- Total amount of monies claimed back in the year = £9,231.85
- This is our most successful prevention of homelessness tool and is mainly aimed at families to whom we would have a statutory duty in terms of homelessness should they approach the local authority.

#### No Second Night Out Statistics (NSNO) April 2013

- 37 people seen by NSNO team
- 34 people from Derby city, 3 from the county
- 12 people were supported into supported accommodation
- 7 returned to family and friends
- 1 accessed bed and breakfast supported by adult social care
- 8 were offered a sit up service – with move on at a later date
- 5 have relocated
- 4 refused to engage

During May 2013 60 referrals were received by the NSNO team but the breakdown is not yet available.

#### Mortgage Rescue Scheme (MRS)

- The total number of referrals received for the scheme to date total 244
- 48 MRS cases have been successfully completed
- There are 26 pending cases which have been referred to East Midlands Housing Association - our partner in this scheme
- 170 cases were not eligible for assistance due to the tight eligibility criteria, however, due to the prevention work we do there has been a series of reasons why prevention has been successful including;
- Mortgages become affordable because of benefits gained such as DWP mortgage interest payments
- Customers no longer require MRS as they have found employment
- In total the additional benefits gained for customers since the start of the scheme totals £195,586.69
- Total money saved through MRS and write off equates to = £726,866.00.