

ENDING ROUGH SLEEPING BY 2012

RESOURCES TO HELP LOCAL TEAMS

Homeless Link has a number of tools and resources that are made available to local authorities and homelessness agencies. These tools are promoted by Homeless Link staff and support is provided to enable them to be used effectively. The support includes presenting the tools, giving advice and helping with analysis of audit data.

EVALUATING ROUGH SLEEPING TOOLKIT

This toolkit will help local authorities, in partnership with other agencies, to evaluate the extent of rough sleeping locally. It provides guidance on:

- the Government's definition of rough sleeping
- how local authorities can estimate the numbers of rough sleepers, including consulting and gathering information from local partners
- how street counts should be carried out.

www.homeless.org.uk/effective-action/evaluating-rough-sleeping

ROUGH SLEEPING PORTAL

The rough sleeping portal is an online gateway to information and good practice resources that to help end rough sleeping in local areas. The portal structure has been designed to support local authorities and their partners to address rough sleeping across a range of areas.

www.homeless.org.uk/rough-sleeping-portal

PREVENTION MAPPING AND PLANNING TOOLKIT (PrOMPT)

CLG commissioned PrOMPT to assist local authorities to better plan and commission services to identify opportunities to prevent rough sleeping. PrOMPT guides local authorities and their partners through four key stages:

- Partnership building
- Audit and analysis: mapping routes into rough sleeping, identifying opportunities for early intervention and preventative action, and gaps in local services
- Action planning: identifying key steps to take to remodel or commission new services.
- Review - monitoring progress and updating the audit and analysis

<http://homeless.org.uk/prompt>

SEVERE WEATHER EMERGENCY PROTOCOL AND EXTENDED COLD WEATHER PROVISION

This good practice guide is to support local authorities and agencies provide appropriate responses to homeless people during the cold and severe weather period. This guide has two aims:

1. To ensure that no one dies on the streets due to cold weather.

2. To ensure that every effort is made to engage with individuals during the cold weather period so they do not return to the streets.

This guide will help you to establish whether your local area requires a severe weather emergency protocol only as a method to engage rough sleepers or whether you could benefit from more robust extended cold weather provision

www.homeless.org.uk/effective-action-SWEP-CWP

PREPARING FOR WINTER: A GUIDE FOR DAY CENTRES

This guide suggests practical steps that day centres and other frontline services can take to prepare for winter. It covers health, engagement, resources and service provision. The aim of the guide is to help services to start preparing for winter early so that healthcare needs are addressed and work on housing solutions started before clients' needs become critical.

www.homeless.org.uk/effective-action/winter-daycentres

HEALTH NEEDS AUDIT

Homeless Link is delivering a project to improve access to healthcare for homeless people. The audit is a means to gather data about the health needs homeless people experience and their usage of services in a local area. This process provides valuable information which otherwise rarely features in routine needs assessments. The audit process is designed to be done in partnership by the health, housing and the voluntary sector to promote joint work in this area.

www.homeless.org.uk/health-needs-audit

REDUCING EVICTIONS AND ABANDONMENT TOOLKIT

Included in this toolkit are guidance, tools, resources and examples from other services to help local authorities and agencies understand the causes of evictions and abandonment in their area and to give ideas and the means to reduce them. It includes:

- Why you should reduce your evictions and abandonment
- Methods to understand the causes
- Ways to tackle cross-cutting issues e.g. move-on and the hostel environment
- Ideas for improving behaviour
- Suggestions for how to prevent and manage arrears
- Examples of ways to reduce abandonment
- Tips on preventing other unplanned moves.

<http://homeless.org.uk/evictions-abandonment-toolkit>

MOVE ON PLANS PROTOCOL (MOPP)

The MOPP toolkit is designed to help local authorities and service providers address local factors preventing effective move-on. It is based around local partnership, a move-on audit, the development of a move-on action plan, and regular analysis of progress and results.

<http://homeless.org.uk/mopp>

CLEAN BREAK

Commissioners, service providers and strategic leads for drug and housing services can use this toolkit to create more integrated housing and care pathways for drug users engaging in treatment services.

<http://toolkits.homeless.org.uk/cleanbreak>

HOMELESS OLDER PEOPLE'S NEEDS AUDIT

This toolkit can be used by local authorities and providers to collect information on the numbers and support needs of older homeless people in your area's temporary accommodation.

www.toolkits.homeless.org.uk/older

IN-FORM

In-Form is an online client recording system that enables organisations and projects of all sizes to record the work that they do with their clients. This information can be shared between projects, viewed centrally and reported on as needed. It enables those working with vulnerable clients to monitor the key outcomes from this work and its effectiveness through links to the Homeless Outcome Star and other reports. It also provides data about the clients and the work done with them to commissioners and funders.

www.homeless.org.uk/In-Form-client-recording

HOMELESS UK

Homeless UK is the only national source of information on over 9,000 services for homeless people and those at risk of homelessness. Homeless UK maps services at a national and regional level for policy and planning purposes.

www.homelessuk.org/

UK ADVICE FINDER

UK Advice Finder contains detailed information on 13,500 advice and welfare services across the UK, from local groups to national organisations.

www.homeless.org.uk/uk-advice-finder

HOMELESS PAGES

Homeless Pages is the most comprehensive listing of UK publications, research and good practice on homelessness and related issues. It includes 1,800 publications from 650 publishers in one searchable directory.

www.homelesspages.org.uk

STREET OUTREACH HANDBOOK

This handbook is designed to support all members of staff associated with street outreach including commissioners. The material examines practical approaches to constructing, developing and assessing a street outreach team.

<http://handbooks.homeless.org.uk/streetoutreach>

RESETTLEMENT HANDBOOK

The handbook contains sample policies and case studies. It looks at the theory behind resettlement, explores how to create a positive service, good practice in working with individuals with different needs and looks at the learning from our MOPP project.

<http://handbooks.homeless.org.uk/resettlement>

HOSTELS HANDBOOK

This resource is useful for anyone who is concerned with the quality of emergency accommodation provision for homeless people, including direct access hostels and nightshelters.

<http://handbooks.homeless.org.uk/hostels>

DAY CENTRES HANDBOOK

An accessible guide to good practice in providing day centre support for homeless people.

<http://handbooks.homeless.org.uk/daycentres>

Homeless Link also has a range of resources to support day centres. This includes information on funding, collecting outcomes information and managing volunteers.

<http://www.homeless.org.uk/daycentres>

SUPPORT FOR MIGRANTS

Comprehensive information on the support and guidance that is available for asylum seekers, refugees and other migrants.

www.homeless.org.uk/migrants

SUPPORT FOR CENTRAL & EASTERN EUROPEANS

Comprehensive information on the support and guidance that is available for Central and Eastern Europeans including:

- An entitlement guide
- A guide on how to help Central and Eastern European clients access work
- A guide on the health services available
- Two guides on communicating with these clients

www.homeless.org.uk/central-eastern-europeans

MENTAL HEALTH GUIDE

Mental health issues affect 7 in 10 homeless people, compared to 1 in 4 of the general population. Improving practice and building good relationships is key if we are to support individual's range of needs and reduce this inequality. Homeless Link have put together an online resource to support frontline staff and managers working with people with mental health and wellbeing needs.

www.homeless.org.uk/mental-health-guide

PERSONALISATION – HOW TO

Personalisation is a new approach to providing social care services, focusing on choice and individualised support. Personalisation has the potential to radicalise how services are delivered. This guide has been put together as a brief introduction to personalising services in the homelessness sector.

www.homeless.org.uk/personalisation-how-to

CONSULTANCY SERVICES

Areas requiring more comprehensive support, can purchase a range of tailored services designed to help areas or agencies improve their knowledge of homelessness and engage more effectively with service users. This support could include independent homelessness or rough sleeping strategies or reviews, sensitive consultation with providers or development of impact and outcomes measurement.

www.homeless.org.uk/consultancy

TRAINING

Homeless Link offers specialist, practical training to improve the way individuals and services work. Our courses are based on the latest resources, policies and legislation and cover most of the areas highlighted in the toolkits and handbooks, with discounts for members.

www.homeless.org.uk/training