

Snapshot Estimates



**Quality Assurance
and why it's
important**

Snapshot Estimates

Quality Assurance and why it's important

Each year, the rough sleeping snapshot estimates data are analysed by MHCLG and a report published alongside the figures for all LA areas in England.

The role of a rough sleeping snapshot estimate QA verifier is to ensure that all the proper processes have been followed and the final rough sleeping returns submitted via DELTA by local authorities are accurate and publishable.

QA Verifiers are either staff, associates, or volunteers who are recruited and trained by Homeless Link and follow a code of conduct (see Toolkit).



Snapshot Estimates

QA and why it's important

Quality Assurance for all rough sleeping snapshot estimates, including count-based estimates, is carried out remotely.

Each year, a QA verifier will attend a small percentage of count-based estimates and online estimate meetings, but most QA will take place by phone.

For the quality of your **evidence-based estimate** to be 'assured' you must hold an estimate meeting. Emails are not sufficient.

The meeting doesn't have to involve all your partner agencies, but as many as possible who can attend, plus your Independent Partner.

The QA call will take place by phone after your estimate meeting has taken place.



Snapshot Estimates

QA and why it's important

For **count-based estimates** the remote QA process involves:

- 2-3 weeks ahead of the count; a short call with the LA Lead / Count Coordinator
- After the count night; short calls with i) the LA Lead / Count Coordinator, ii) Independent Partner, iii) a partner agency

Let Homeless Link know asap what your snapshot estimates plan is so that we can arrange the right QA process.



Snapshot Estimates

QA and why it's important

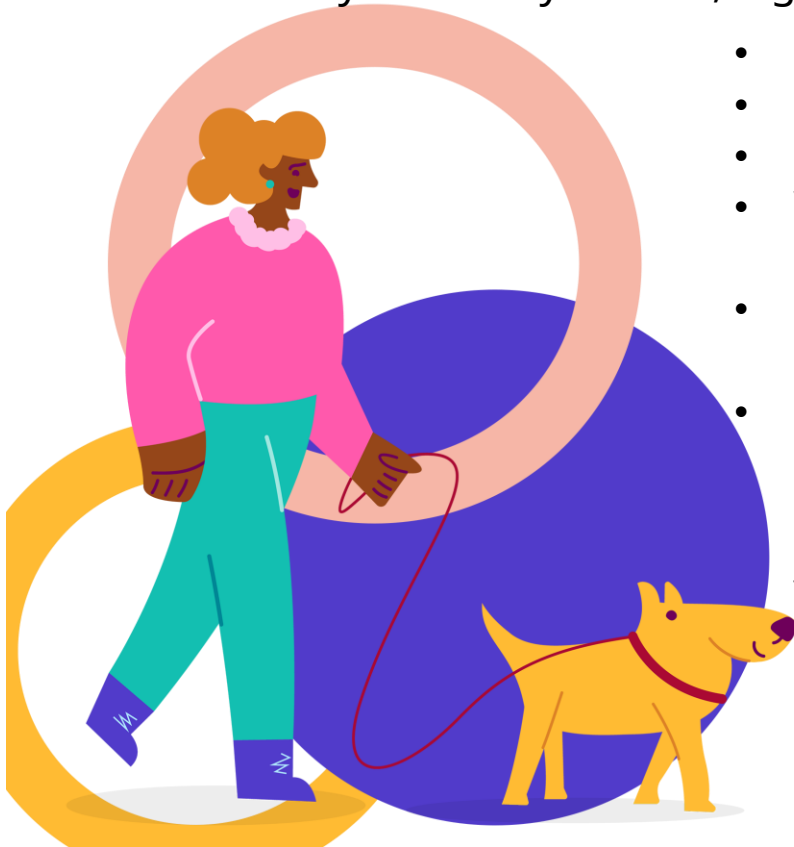
For the quality of your snapshot estimate to be 'Assured' by the Homeless Link verifier, you must involve at least one Independent Partner in collecting the rough sleeping figures for your area.

Your Independent Partner is someone who is not commissioned or funded by the local authority or county council, e.g.

- Community groups
- Faith groups
- Soup kitchens
- Volunteers from the public, e.g. doctor or teacher, Scout or Guide Leader
- Non-commissioned services or charities e.g. hospices
- People with lived-experience of homelessness

If you are holding a count-based estimate, your Independent Partner must be present on the night of the count.

For an evidence-based estimate or evidence-based estimate including a spotlight count, your Independent Partner must attend your evidence-based estimate meeting.



Snapshot Estimates

QA and why it's important

There is an example Quality Assurance form in the Rough Sleeping Snapshot Estimates Toolkit.

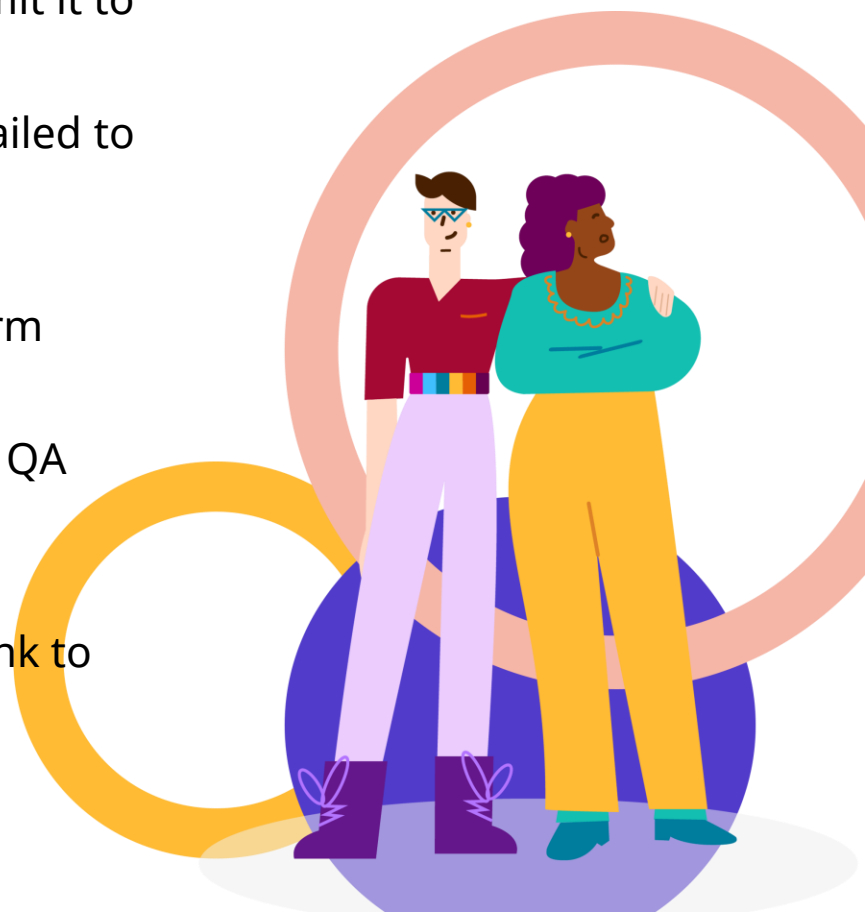
The QA verifier will complete this form and submit it to Homeless Link for sign off.

Once the form has been signed off it will be emailed to you.

Don't submit your returns to DELTA until you have received a signed off Quality Assurance form from Homeless Link.

DELTA submissions must match the data on the QA form and all quality assured figures must be submitted to DELTA by Friday 11th December.

The final stage of the process is for Homeless Link to certify the DELTA returns as correct.



Snapshot Estimates Questions?



If you have questions about the Quality Assurance process you can:

- **Email** the Rough Sleeping Snapshot Estimate Coordinator:
verifiers@homelesslink.org.uk
- **Phone** the Rough Sleeping Snapshot Estimate Coordinator:
07958135579
- Attend one of the weekly **live Q&A sessions**: dates and times and booking links will be sent out in the weekly information updates to LA Leads and Count Coordinators
- Find comprehensive information on in the **Rough Sleeping Snapshot Estimates Toolkit** webpage on the Homeless Link website

Homeless Link

What we do

Homeless Link is the national membership charity for frontline homelessness services. We work to improve services through research, guidance and learning, and campaign for policy change that will ensure everyone has a place to call home and the support they need to keep it.

homeless.org.uk

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