

EFFECTIVE **ACTION**

ADOPTING THE NO SECOND NIGHT OUT STANDARD

Developing a service offer for those new to the streets



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ADOPTING THE NO SECOND NIGHT OUT STANDARD

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1. INTRODUCTION

1.1 AIM OF THIS GUIDE

The aim of this guidance is to support local authorities in England, and their partner agencies, to develop a service offer for people new to the streets that meets the No Second Night Out standard. It has been updated to include examples of good practice from No Second Night Out projects around the country.

We have tried to address all aspects of developing an offer for people new to the streets. Some of these elements may already be in place in your local area. In this case, the guidance can help you to identify and fill gaps, or to consider restructuring existing services to meet the standard fully, rather than developing an entirely new offer.

1.2 WHAT IS NO SECOND NIGHT OUT?

No Second Night Out (NSNO) is a pledge made to people new to the streets and is part of a commitment to ending rough sleeping. At Homeless Link we believe that, in order to tackle rough sleeping once and for all, society needs to focus its energy on meeting four simple pledges:

1. No one new to the streets should spend a second night out
2. No one should make their home on the streets
3. No one should return to the streets once they have been helped off of them, and
4. Ultimately no one should arrive on the streets.

This guidance focuses predominantly on the first pledge, but some aspects of NSNO service delivery will address the other pledges as well.

In the strategy 'Vision to end rough sleeping: No Second Night Out nationwide' (2011), the Government called on every local authority to adopt the NSNO standard. Each community is different, so the method chosen to achieve the standard may vary, but there will be common requirements. The strategy notes that communities require the right services in place in order to:

- identify new rough sleepers and offer an immediate response
- mobilise the public
- provide a place of safety for assessment of need
- provide emergency accommodation
- reconnect people back to their local community

The Government strategy is distinct from the London No Second Night Out project, which was the first NSNO pilot. Whilst the London project shares the same principles, it is important to recognise that it is not wholly replicable and areas will need to develop locally appropriate responses.

2. DEVELOPING YOUR SERVICE OFFER

2.1 SERVICE OUTLINE

Defining your aim

Local authorities should be clear about who the service is aimed at and the gaps it is designed to fill. You will firstly need to agree on your definition of 'new to the streets'. Possible options include:

- Unknown to outreach teams
- Not previously known to outreach/local authority as a rough sleeper but seen bedded down

You also need to determine where your existing provision meets the needs of new rough sleepers and where it does not. You should do this using the five principles that form the framework for the No Second Night Out standard, as outlined in the Government's strategy 'Vision to end rough sleeping: No Second Night Out nationwide'. These five principles are:

1. New rough sleepers should be identified and helped off the streets immediately so that they do not fall into a dangerous rough sleeping lifestyle
2. Members of the public should be able to play an active role by reporting and referring people sleeping rough
3. Rough sleepers should be helped to access a place of safety where their needs can be quickly assessed and they can receive advice on their options
4. They should be able to access emergency accommodation and other services, such as healthcare, if needed
5. If people have come from another area or country and find themselves sleeping rough, the aim should be to reconnect them back to their local community unless there is a good reason why they cannot return. There, they will be able to access housing, recovery, voluntary and community services, and have support from family, friends.

You can find a template audit table at Appendix One to help you with this process.

Checklist

- A definition of 'new rough sleeper' has been agreed**
- Gaps or areas for development in current services have been identified**
- The aim of the new service is clear**

Evidencing need

Once it is clear who the service is aimed at and what gaps it is looking to fill, and before developing an offer to new rough sleepers, local authorities will need to consider:

- Likely numbers involved
- Where new rough sleepers are coming from
- Rough sleeper demographics

This will inform the kind of service you need to provide, on what scale, and whether it will involve changing services locally or reconnecting people to areas where they can receive more support.

Key actions to gather intelligence on numbers and where people have come from could include:

- Audits/hot-spot counts/information from police and other relevant agencies
- Analysis of people living in hostels and night shelters
- Analysis of people using day centres, health facilities etc.
- Identification of any travel patterns amongst both groups, for example sub-regional, county-wide, between major conurbations, from prisons or from abroad.

There are a number of methods that can support local authorities to collect this data. Local areas can gather information about their rough sleeping population from either a one-off snapshot or on-going audits to collate and hold data that assists those on the streets. The tools available include:

- **Street needs audits:** some local authority areas have carried out street needs audits. These are one-off snapshots that can supplement and strengthen street count data by asking for more detailed information about individuals' needs and issues, including their area of origin as well as their use of services and the reason for their homelessness.
- **The Prevention Opportunities Mapping and Planning Toolkit (PrOMPT):** PrOMPT is a toolkit that assists local authorities, their partners and the communities they serve to improve planning and commissioning of services and better identify opportunities to prevent rough sleeping. The toolkit includes guidance on how to get the relevant partners together to lead the process, an electronic audit and analysis tool, and help to produce an action plan based on the findings. For more information or to access the toolkit visit: www.homeless.org.uk/prompt
- **Homelessness service provider databases:** gathering information about clients from service provider databases gives rich data for analysis about rough sleepers and homeless people in contact with services on an ongoing basis. Making sure that the systems recording data are as compatible as possible locally and share common variables about clients can help provide data to analyse trends in needs and outcomes and plan future services. For support with agreeing standardised data fields and making best use of data please see resources from Homeless Link's Critical Mass project: www.homeless.org.uk/critical-mass.
- **Other service providers:** as well as homelessness providers, it can be useful to explore opportunities to analyse data about individuals collected by related support agencies, including substance misuse services, the Probation Service and Community Mental Health Teams.
- **Common multi-agency recording systems:** in some areas, common multi-agency client recording systems, like the Combined Homelessness and Information Network (CHAIN) database in London, have been developed. CHAIN is the most comprehensive source of information about rough sleeping available in England. It is a database used by over 80 projects (outreach teams, day centres, hostels and resettlement teams) to record all contacts and work with people sleeping rough and in the street population. Reports based on information held in CHAIN help decision-makers to monitor the needs of rough sleepers and develop strategies and services. The system also helps service provider staff to share

information which ensures that they act as quickly and effectively as possible. For more information and a summary of the kind of information collected on CHAIN see:

www.broadwaylondon.org/CHAIN/Reports.html

- **Multi-agency meetings or ‘task and targeting’ groups:** these can build the knowledge and the response to rough sleeping in a local authority area by bringing together local intelligence from both the homelessness sector and outside. Regular meetings allow ongoing analysis of who is sleeping rough, what services are being used and the hotspots to focus on, as well as multi-agency action planning for individual clients. See Homeless Link’s Task & Targeting Toolkit: www.homeless.org.uk/effective-action/taskandtargeting
- **Intelligence gathering from Community Safety or Street Teams:** teams such as Community Safety and Safer Neighbourhood Teams, as well as those responsible for street cleansing or traffic/parking, can offer 24-hour feedback and local areas can arrange for regular updates from these teams to inform the planning of outreach services. This is of particular value in areas that do not have daily street outreach services and a large area to cover.
- **StreetLink:** StreetLink is the national referral line and website used by the public to alert local authorities to rough sleepers in their area. Local Authorities or their partner agencies receive referrals detailing the sleeping sites of rough sleepers. This information can be used to identify rough sleeping hot spots as well as responding to individuals sleeping rough.

Checklist

- Methods exist for multi-agency intelligence gathering/data sharing**
- The common routes of new rough sleepers on to the street have been identified**
- An approximate number of new rough sleepers has been assessed**

2.2 LEADERSHIP AND COMMUNICATION

To make your service successful at a time of decentralisation, you need to have appropriate local political and strategic support in order to:

1. Agree the protocol for identifying and assessing those who are new to the streets
2. Agree on the delivery of single service offers for those who are new to the streets
3. Get everyone to buy into the single service offer
4. Create urgency around achieving this offer.

A **single service offer** is the clear message that will be given to individual rough sleepers. It should be credible and realistic, based on assessment and include the support required to ensure that the individual will not sleep rough in your area or elsewhere. It can include a reconnection (an offer of accommodation elsewhere, not simply a ticket home) or an offer of accommodation locally and must be reiterated across agencies. This reduces the risk of an individual continuing to sleep rough with the expectation of getting a better offer.

Open and widespread communication is vital to achieving consistent protocols for identifying, assessing and delivering clear single service offers to new rough sleepers. Local authorities should devise a communication strategy setting out the consultation mechanisms, key messages and planned activities in respect of the various target audiences.

Target audiences should include:

- Other local authorities
- Relevant Police and Home Office Immigration Compliance and Enforcement (ICE) Teams
- Hospitals and prisons
- General public – residents and businesses
- Homelessness charities and faith groups supporting the homeless
- Current rough sleepers

A sample communication plan outlining the purpose of communicating with each stakeholder, risks and methods is available at Appendix Two. It is advisable to produce clear key messages about the service you are developing to share with stakeholders, along with some responses to some common questions and a process to deal with feedback, including complaints. For an example of responses to common questions see London NSNO: www.nosecondnightout.org.uk/faqs

Get support from your Regional Manager: www.homeless.org.uk/regional-contacts and use our Local Influencing toolkit to help gain political support for the single service offer: www.homeless.org.uk/local-influencing

Brighton & Hove

CRI deliver NSNO as well as outreach services to more entrenched rough sleepers. They have taken steps to build relationships with the local housing department by briefing staff about the NSNO project. This has helped to open up discussion about referring clients into housing and whether access to hard-to-let council stock could be an option.

Lincolnshire

Framework has developed the first outreach service across Lincolnshire, including rural and coastal regions. In urban areas staff have met with businesses and people linked to universities, nightclubs, car park, retail parks etc. They promote the outreach service but also highlight the difference between, for example, rough sleepers and other parts of the street population or night time economy. This raises awareness about different needs and responses as well as encouraging referrals e.g. from taxi drivers.

Checklist for section

- The service links to relevant local strategies**
- All relevant local agencies support the service**
- Local agencies know who to contact if they have questions about the service**
- There is political backing for the service**
- The media report positively on the service**

2.3 MEASURING SUCCESS AND LEARNING

As with all services, you should consider from the outset how you will agree a baseline, review progress and measure success. This means setting up effective, user-friendly systems that include data (e.g. demographics), outputs (e.g. number of referrals received) and outcomes (e.g. what difference the service made to clients). You may wish to set targets such as:

- The number of clients referred, as a proportion of all new rough sleepers
- The percentage of people not spending a second night out
- Length of time between identification and assessment
- Length of time between assessment and single service offer
- Immediate and longer term outcomes for client (including those returning to the street)
- Number of clients who refuse the single service offer
- Satisfaction of general public who refer rough sleepers

To set realistic targets and identify the success of the service you will need to ensure you have a baseline for each target. The baseline should reflect current provision, with which to compare the new offer.

The Picture the Change toolkits offer advice and guidance to homelessness services about how to develop and analysis operational data for a range of opportunities in addition to client support. These opportunities include improving service provision, influencing funders and preparing to use data for research purposes:

www.homeless.org.uk/picturethechange

London

The CHAIN database ensures robust data collection, and showed that new rough sleepers who attended the London hub were far more likely to go into accommodation or be reconnected than those who did not. In the first six months, just under two thirds (63%) of new rough sleepers attending the hub moved into accommodation or were reconnected, in comparison with only 15% of those who did not attend the hub.

Feedback from phone line and website referrals

People who make referrals to NSNO phone lines and websites can request feedback. For data protection and confidentiality reasons the feedback will only be brief – if the person was helped, not found or already known to services – but it shows the referrer that their call/email led to action and was time well spent. This increases the likelihood that they will use the service again, talk about it to other people, or use social media to share the service. Service plans, targets and reviews should include this feedback.

North Devon

North Devon estimated the amount of likely referrals to the new NSNO provision and anticipated working with 295 cases over two years. After 10 months the project had received 203 referrals. As well as working with new rough sleepers the NSNO project worked closely with Local Authority to identify and work preventatively with clients who were facing eviction or loss of tenancy. The prevention cases had been significantly underestimated and subsequently increased the number of clients referred to the project. As a result the NSNO project has now introduced prioritisation of referrals to those new to the street.

Checklist for section

- The outcomes and outputs have been identified**
- Appropriate targets have been set**
- An agreed monitoring system is in place**

2.4 RISKS

Ensure you assess potential risks of your service and put a plan in place to mitigate them. You should assess both the likelihood of a risk occurring and the likely impact if it does. Don't forget to involve partner agencies when looking at actions to manage risk, for example by establishing a protocol to request mental health assessments or by speaking to local people at Safer Neighbourhoods Team community forums. Use the following matrix to calculate the risk rating:

Likelihood		Impact		
		Low	Medium	High
High	MEDIUM	HIGH	HIGH	
Medium	LOW	MEDIUM	HIGH	
Low	LOW	LOW	MEDIUM	

A risk register has been developed alongside this guide to help you: www.homeless.org.uk/rs-guide

Leicester

Initial NSNO assessments in Leicester are carried out at Action Homeless' day centre. Action Homeless work in partnership with Inclusion Health Care and Housing Options to offer same day health, mental health and housing assessments. These assessments allow clients to understand their entitlements and the support that can be offered and also enable staff to mitigate any possible risks.

Checklist for section

- Potential risks have been identified**
- Actions to mitigate risks have been assigned**

2.5 SERVICE SPECIFICATION

With all of the above elements in place, you can now develop a service specification outlining exactly what your service offer is. This should include:

- Summary service description
- Aims and objectives of the service
- Target outputs and outcomes

- Monitoring process
- Timeline for development

You will also need to include your proposed delivery methods. For guidance on developing these, see section 3 below.

It may not be appropriate to develop a specific NSNO service in areas with low numbers of rough sleepers, in this case it may be more beneficial to take a spot purchasing approach.

York and North Yorkshire

The York and North Yorkshire sub region have developed a NSNO protocol outlining collective and individual responses to new rough sleepers and detailing how they will work together to implement a coordinated approach to NSNO. Alongside the protocol a spot purchasing approach has been taken to ensure large rural areas with little homelessness provision can offer a NSNO response. For example Selby are able to spot purchase services from outreach teams to verify rough sleepers and similarly Craven are able to provide an out of hours response to new rough sleepers.

3. DELIVERING AGAINST THE FIVE PRINCIPLES

In this section of the guide we describe options for delivering your service offer. It is separated into the five principles on which the No Second Night Out (NSNO) standard is based:

1. New rough sleepers should be identified and helped off the streets immediately so that they do not fall into a dangerous rough sleeping lifestyle
2. Members of the public should be able to play an active role by reporting and referring people sleeping rough
3. Rough sleepers should be helped to access a place of safety where their needs can be quickly assessed and they can receive advice on their options
4. They should be able to access emergency accommodation and other services, such as healthcare, if needed
5. If people have come from another area or country and find themselves sleeping rough, the aim should be to reconnect them back to their local community unless there is a good reason why they cannot return. There, they will be able to access housing, recovery, voluntary and community services, and have support from family, friends.

3.1 IDENTIFYING NEW ROUGH SLEEPERS

In order to achieve the NSNO standard, it is vital that rough sleepers are identified as soon as they spend a first night out. Where there is limited outreach provision, local authorities will need to consider how this can be achieved. This may mean reconfiguring an existing service, supplementing an existing service or developing a new one entirely. It will also involve working in partnership with other services that see rough sleepers, such as voluntary sector services, day centres, police, hospitals, community safety and local authority street services. Where additional resources are required, protocols may be necessary to outline changes to current provision and any extra expectations. Such a protocol would need to include information on:

- Agreed changes to practice e.g. outreach rotas, protocols, responses and recording times
- Expectation of how partner agencies will report new rough sleepers

- The target group and criteria for accessing the service
- The single service offer and key messages to new rough sleepers
- Arrangements for transport to a location for assessment
- Timescales involved
- Accountability and monitoring requirements

It is vital to involve the public in reporting and referring rough sleepers for support. See section 3.2 for information on this.

Liverpool

Liverpool NSNO uses day centre-based assessment hubs during the day and a hostel-based sit-up service overnight. While anyone can attend the Hub, only new rough sleepers, those with an imminent accommodation offer or those found rough sleeping for the first time in 12 months are eligible for the sit-up service. It has been a challenge to define this eligibility in order to meet clients' needs but avoid the sit-up service turning into a night shelter. Hub staff aim to find a solution for clients as quickly as possible, with a target of 3 nights maximum stay in the sit-up service.

Leicester

Leicester's NSNO project aimed to reconfigure and join up the work of both the voluntary sector and Local Authority homelessness provision by creating a pathway through services that ensures clients access the right accommodation at the right time. New rough sleepers are identified by the city's outreach team, assessed by staff at the local day centre and then placed on the pathway within 24 hours. During this initial assessment period clients are given access to emergency accommodation via ring-fenced beds in a local accommodation project. Each agency's role in delivering NSNO is defined and results in clear routes into accommodation without any ongoing additional costs in delivery.

3.2 INVOLVING THE PUBLIC

Involving the public in reporting/referring people sleeping rough to connect them with local services is important to assist with early identification and requires a simple and consistent publicity campaign. It is important to involve the public because a service cannot get intelligence on rough sleeping across its whole area without encouraging the community to become its 'eyes and ears.' In a Populus poll of 2,099 UK adults nearly half (48%) said they felt guilty when they saw a rough sleeper and didn't know the best way to help and 46% would welcome an easy way to take action¹. It is important that local residents know that they can take action on rough sleeping in their area. You will need to consider:

- The method by which people will refer
- How to ensure feedback to those referring
- How you will publicise the referral method

Please see details of StreetLink, the national rough sleeping reporting project, at Appendix Three.

Referral method

This could be a phone line, website or combination of the two. Whichever method you choose, you will need to consider how it will be staffed and at what times. You will also need to plan and develop the response you will

¹ Homeless Link. (2013). *Public Polling on Attitudes Towards Homelessness*. Populus.

offer based on the referral information. Key quality indicators should be around the response given and the feedback to the caller.

Although there is now a national reporting project, it is still vital that local areas develop their own specific approaches to identifying and assessing rough sleeping. Where this approach includes a local referral mechanism, StreetLink works with local agencies to ensure that national and local mechanisms complement each other, for example by directing web referrals or patching through calls (see Appendix Three).

Giving feedback

You will need to devise a method of giving feedback to the public on the outcome of their referrals. This helps people to feel that their efforts have an impact and makes them more likely to refer again. Giving feedback requires staff to keep a log of all referral information, as well as being able to access outcome information for each referral.

StreetLink

When people make a referral to the national rough sleeper reporting project, StreetLink, they are offered the opportunity of receiving feedback. If requested they are contacted by phone or email with details of what happened following their referral. This feedback is brief and does not compromise confidentiality or data protection. Ann Clifford, a 33 year old school librarian from London was concerned about a rough sleeper in her area and was able to act on her concerns by calling Streetlink:

“I saw a gentleman bedding down for the night in the stairwell of my apartment building. I could see him from my bedroom window and decided I had to do something to help him. A friend had told me about StreetLink so I logged onto the website and gave a description of the gentleman, his location and the time of night at which he was appearing. Within a week he was gone and I received an update from StreetLink saying he had been supported into suitable accommodation.”

Publicising the method

NSNO services are designed to enable the general public to report rough sleepers, therefore they need to be publicised as widely as possible. Consider using local newspapers, websites and voluntary and community newsletters, and displaying information in popular places such as shops, post offices and churches. Homeless Link has produced a Local Influencing Toolkit to help services to promote their work, develop partnerships and make connections with decision-makers and media in their area:

www.homeless.org.uk/local-influencing

Harrogate

Harrogate Homeless Project launched their NSNO project with an event inviting partner's agencies signed up to the NSNO protocol, local media and councillors. After the first year referral routes into NSNO were analysed revealing the majority of the referrals were from agencies rather than members of the public. With the support of a local PR agency Harrogate Homeless Project conducted an online survey of public perceptions of homelessness in Harrogate. The results of the survey were compared to the project's first year statistics which revealed a huge disparity between public opinion and the reality of homelessness, members of the public did not believe homelessness existed in Harrogate. National and local media were contacted with the results of the survey and first years NSNO statistics with the message that despite significant increases in rough sleeping public opinion had not changed. As a result of the survey and media campaign a local newspaper ran a month long feature on Harrogate Homelessness Project increasing both self-referrals and referrals from members of the public.

Kings Lynn

Local radio stations in Kings Lynn promote the Streetlink number and also ask listeners to tell rough sleepers about local homelessness provision, The Purfleet Trust and their services. The Purfleet Trust's work on NSNO has also been featured in local newspapers. As a result they are well known locally the majority of referrals to NSNO are self-referrals from those experiencing homelessness with other referrals received from the Local Authority, Probation and the Police.

3.3 ASSESSING NEEDS QUICKLY AND SAFELY**Where and when**

New rough sleepers should have their needs assessed and options identified quickly and safely to prevent them remaining on the streets. All local authorities need a means to do this as soon as possible after a rough sleeper has been referred. As referrals are likely to be made when people are seen sleeping out, this means any response must be available late at night, early mornings or throughout the night. The extent to which this is currently available will differ, but local authorities should consider an appropriate location to deliver this service. This could include using the office base of an existing outreach service, a day centre, drop-in or advice service, a night shelter or direct access accommodation.

Wherever the assessments will take place, there are essential criteria:

- Staffing experience and levels to enable quick and thorough assessments
- Risk assessment
- Adequate private space for assessments
- Relevant insurance etc to deliver a service
- Accessibility at times when rough sleepers are likely to be referred
- Access to a phone (including the ability to make international calls) and computer to check numbers and addresses and verify information given
- Language should not be a barrier: use of telephone translation, staff/volunteers with language skills and/or basic online tools such as Google Translate is a must.

Local authorities will also need a process for transporting clients to the assessment. This is a particular issue for NSNO projects covering large geographical areas or responding to rough sleeping in rural locations.

In London, the pilot project established a fit-for-purpose assessment hub to fulfil this role. Where this approach is taken, steps must be taken to ensure that appropriate governance structures are in place. Elsewhere projects have used space in existing services such as day centres and hostels, often with dedicated staff teams so that NSNO work is separate and new rough sleepers receive a timely service. Consideration should also be given to the physical environment to ensure that it is welcoming and psychologically informed.

Homeless Link's Psychologically Informed Environments (PIE) webinar provided further information on how PIE can be implemented in homelessness services www.homeless.org.uk/events/online/pie

London

London NSNO's 24-7 assessment hub model has significant advantages. Outreach teams appreciate the lack of bureaucracy to access it and referrals are routinely made between the hours of 6pm to 3am. The hub has no beds and is located away from areas with high concentrations of rough sleepers. This has had a positive impact on the pilot's outcomes and enabled staff to reduce the risk of people from outside London, who are being made an offer of reconnection, being drawn into the more established rough sleeping population. Part of the learning from the project's first year was that a separate space was needed for women and more vulnerable clients.

Liverpool

Liverpool NSNO uses two day centres (Whitechapel Centre and Basement Advisory Service) as assessment hubs during the day and evening. This has the advantage of access to existing services and staff teams with knowledge of services and proven skills in engaging clients. The communal areas of three hostels are used in rotation for the sit-up service. NSNO staff accompany clients between the services.

Wigan

Wigan's NSNO response is a joint project between The Brick Day Centre and Riverside ECHG. Two NSNO workers are based at The Brick Day Centre and assess new rough sleepers, emergency accommodation is provided by the Railway Road Hostel. Clients remain in the day centre where they are offered appointments, training and group sessions until 5:00pm, they can then access emergency accommodation until 9:00am the next day. Accommodation is situated 8 miles away from the day centre and clients are given a free bus ticket to travel between the two sites. The Brick is only open Monday to Friday, new rough sleepers identified or referred over the weekend are picked up by Greater Manchester's NSNO outreach team. They are assessed by the Greater Manchester team and accommodated in emergency accommodation in Wigan. Work to develop a single service offer will then be taken up by The Brick on Monday morning.

Thought should also be given as to whether there are problems associated with carrying out assessments where other homeless clients or rough sleepers are present or nearby. Mixing new rough sleepers with those already on the streets can cause tensions, weaken the message of the single service offer, and encourage clients to become involved in existing street activity.

How

The process of assessment should be made clear, including the means by which clients will be prioritised and how any immediate urgent needs, such as healthcare, will be identified and addressed. Most importantly in terms of reconnection, assessment must include the following:

- Correct identity and demographics (ensuring name and DOB are precise)
- Immigration status and whether the client has entitlement to public funds, including how long they have been in the UK
- Support needs (such as mental and physical health and substance use)
- Cultural and personal identity needs
- Full housing history over 5 years (including accurate dates, full addresses and their LA areas)
- 'Flow' information (what was the last settled home, other places they have stayed and why accommodation was lost)
- Risk assessment, as this will be required to refer people on to other services
- Signed consent to store and share information.

Assessing the client is only a starting point and any protocol must provide for the verification of information. With such a tight timescale, it is crucial to verify quickly the information that you have received, both to ensure the details are correct (i.e. accurate dates), to get formal confirmation in writing (i.e. medical information from GP) and to ascertain if there are any support needs/risk not disclosed by the client. This should be done as soon as soon as possible. Faxed and emailed requests can be sent at night to be followed up first thing.

Homeless Link guidance documents are available to help services with assessment and understanding which entitlements are available for different client groups:

- [Reconnecting Rough Sleepers](#)
- [Supporting People with No Recourse to Public Funds](#)
- [Working with Refugees](#)

3.4 ACCESSING EMERGENCY ACCOMMODATION AND OTHER SERVICES

You will need to have processes in place to respond to any immediate needs identified during the assessment process, such as healthcare. Service level agreements setting out the needs and expectations between NSNO and partner services, with clear communication and referral procedures, can support consistent partnership working.

You will also need to ensure you have an appropriate local offer to make to people new to rough sleeping who have a local connection to your area or where it will take time to reconnect. This will include accommodation and support, and may require emergency or interim accommodation in the first instance. Emergency accommodation could be ring-fenced beds in existing hostels/night shelters or utilising available space e.g. several camp beds in the communal area of a hostel. A number of funding options are currently in use:

- Local Authority uses the Homelessness Grant to fund ring-fenced beds
- Accommodation provider funds ring-fenced beds within their service
- Outreach team funds an accommodation service to ring-fence a bed
- Housing Benefit (Dependant on individual eligibility)

In most areas of England there are not enough bed spaces available through hostels or social housing to meet demand. Services have to look at a range of move-on options for clients coming through NSNO to ensure that people are not in temporary sit-up services for an unreasonable length of time, and that their move on is right for them e.g. ensuring that people who can live independently do not end up in a supported project. When looking at move on, the following options should be considered:

- Hostels or supported housing
- Young people's foyers
- Specialist supported housing e.g. projects for long term drinkers
- Sheltered housing for clients over pension age
- Nursing homes
- Residential detox and rehab
- Non-statutory projects e.g. Emmaus live/work communities
- Mediation and support to return to the family home or other previous accommodation, whether locally or via supported reconnection.

For detailed guidance on resettlement see: www.homeless.org.uk/effective-action/resettlement

For guidance and resources from Crisis on accessing the private rented sector, including a list of schemes, see: www.privaterentedsector.org.uk/

Experience from NSNO projects shows that advocacy with Housing Options is often essential to get a positive outcome for homeless people, many of whom have been turned away previously without receiving the support to which they are entitled. Even where a local authority has no duty to house someone, they have a statutory duty to provide advice and assistance. Services will need to look at developing robust support for clients to attend Housing Options, for example:

- Resources (time, staffing and budget) to accompany clients to Housing Options
- Training staff or volunteers in basic housing law and processes in order to advocate effectively

Guidance is available to help local authorities meet their duty to non-statutory homeless people: www.homeless.org.uk/effective-action/providing-advice-and-assistance

London

Staff accompany clients to LAs wherever possible, often because the client is vulnerable and may find it hard to communicate relevant information. The worker also helps the client to understand any offer of advice and assistance given, and encourage them to prepare a plan of action so they do not return to the streets.

Liverpool

Liverpool City Council has taken a proactive approach to ensuring that emergency accommodation and support is available to those who are rough sleeping in the city. They have ring-fenced beds in existing provision, into which 94 people were placed in 2010/11. Of these, 77 had only one placement. They also operate a private rented sector enablement service, which offers six months' intensive support in addition to floating support.

Kent & Medway

Due to the large geographical reach of Porchlight's reactive outreach service, workers usually see rough sleepers at the point of need, rather than using a fixed assessment hub. However they also utilise links with local day centres, for example taking people with mental health needs to Catching Lives in Canterbury where a Community Psychiatric Nurse on the staff team can assist with access to mental health services.

Lincolnshire

Framework seeks to build relationships with private sector landlords to increase their confidence in accepting homeless people as tenants. They offer incentives to landlords in exchange for allocation stock to their clients, for example paying for gas safety certificates or agreeing Housing Benefit payments to the landlord.

London

Outreach teams and housing officers have expressed concern that they do not have the facilities to accommodate some rough sleepers, particularly those with low support needs. In order to provide a speedy resolution they may be using inappropriate solutions which may jeopardise the longer term success. NSNO staff have had difficulties getting a response from out-of-hours services, often having to call multiple times. Access to local private rented schemes for non-priority individuals is also problematic. For those who are accepted, waiting lists and the requirement to have proof of benefits can mean long waits. In response, NSNO has developed 'staging post' accommodation, which is still temporary but suitable for longer stays than the 72-hour target for the sit-up assessment hub.

Kings Lynn

Kings Lynn have ring fenced 4 beds in a local direct access hostel as NSNO emergency assessment beds which clients can access between 8pm and 8am. During the day clients accessing emergency beds are required to work on their single service offer with staff at The Purfleet Trust. Whilst in assessment beds clients are assessed for The Purfleet Trust's training houses. These HMOs offer 6 month licenses and clients the opportunity to develop the skills necessary to maintain a tenancy. There is an agreement in place that clients that maintain tenancies in the training houses are given a high banding by a local housing association in order to access affordable accommodation.

Northampton

Northampton's NSNO provision consists of two three bedroom properties provided by the local authority to NAASH. The properties offer emergency accommodation in small shared rooms to rough sleepers new to the streets and to 5 entrenched rough sleepers identified by Northampton Borough Council. Where clients accommodated in NSNO are eligible housing benefit is claimed at Local Housing Allowance rate. Periodically clients who are not entitled to housing benefit are able to stay in NSNO accommodation without rental charges for short periods of time whilst reconnection or move on accommodation is sourced. NAASH works with NRPf clients to access PRS accommodation and employment and also offers support to source identification and passports. The success of the current NSNO provision has resulted in the local authority providing additional property as move on accommodation.

For case studies highlighting examples of where third sector and local authorities have found alternative solutions to emergency accommodation visit: www.homeless.org.uk/emergency-accommodation-project

3.5 RECONNECTING TO SUPPORT

The purpose of reconnection is to support rough sleepers, particularly those who are new to the streets, to return in a planned way to an area where they have a connection such as accommodation, employment opportunities or support networks. Used in isolation, reconnection will not be sufficient to tackle rough sleeping. However, when developed as part of a local authority's overall approach to tackling rough sleeping and homelessness it can be extremely effective in ensuring that people do not remain in insecure housing or on the streets. Detailed practical guidance on reconnection is available here: www.homeless.org.uk/effective-action/Reconnectingroughsleepers

Reconnection with family or significant others may, in some cases, offer an early intervention that helps rough sleepers off the streets. Before contacting agencies in the rough sleeper's local area, a conversation might be had with them about whether they have family that they might be able to return to or stay with. If a rough sleeper wants support in reconnecting with family that they are out of touch with, the charity Missing People

offer free 24-hour confidential support, help and advice by phone, email and text, including the opportunity to reconnect by exchanging messages or being supported in their reconnection via a 3-way call involving Missing People's helpline staff. They can be contacted on 116000.

Reconnecting rough sleepers to their home area works best where the local housing authority and their voluntary sector partners develop a robust and multi-agency policy, which sets out roles and responsibilities within an agreed framework.

London

In the first six months the majority of people returned to services in their home area. For more than half (56%) this reconnection was within London, mostly to central boroughs. Just 13% returned to the rest of the UK. Almost one third (31%) of reconnections were outside the UK.

Wigan

If after assessment reconnection is found to be the most appropriate offer for clients accessing NSNO they can be placed in emergency accommodation for up to 7 days while the reconnection to support and accommodation is arranged.

To develop an effective reconnection response, local authorities need to:

- Work with other local authorities/areas
- Agree the reconnection actions to be taken
- Agree on eligibility for reconnection.

London

Feedback from some local authorities receiving reconnections from the NSNO team is that they feel put under pressure by the service. This is not surprising given the fast turnaround that the assessment hub seeks to achieve. The target assessment time of 72 hours requires faster response times from all parties concerned, requiring a change in working culture for many agencies in the homelessness sector.

In order to undertake reconnection activities successfully it is important that staff think creatively and provide each individual with a tailored service, building a relationship quickly in order to be both challenging and supportive. A high degree of advocacy is required to ensure that receiving services respond quickly enough to ensure somebody does not spend a second night out in your area or another. Depending on levels of rough sleeping, local authorities may decide to either develop a specific post or team, or increase the expertise and remit of an existing team, such as outreach, day centre or hostel staff.

A healthy direct expenditure budget is required to pay for travel and other expenses.

For detailed guidance, focused on UK nationals, see the Good Practice Note on Developing Reconnection Policies for Rough Sleepers: www.homeless.org.uk/reconnection

Where rough sleepers are from outside the UK, a different response will be needed. Guidance on reconnecting migrant rough sleepers from within the European Economic Area (EEA) is included in this guidance: www.homeless.org.uk/effective-action/EEAresponseandoffer.

For other migrants, see the guidance Supporting People with No Recourse to Public Funds:

www.homeless.org.uk/effective-action/nrpf

London

In its first six months, 59% of rough sleepers referred into the hub were non-UK nationals. 26% were from Central and Eastern Europe. The successful partnership with Thames Reach's London Reconnection Service has been crucial in assisting EU nationals to return home safely in a planned and supported way. The hub had success where it allowed people to think about the offer of supported reconnection overnight, or even return and subsequently take up the offer. However there continues to be a gap in some teams to provide the offer or reiterate a constant message due to language barriers.

Leicester

Action Homeless manage Leicester's NSNO response which consists of 6 partner agencies. Initial assessments are conducted by the ARK Trust who, with the support of an EU-specific worker from the Leicestershire Community Projects Trust's Niebo Project, assists EEA nationals. The Niebo Project provides a worker for drug and alcohol recovery and support to EEA Nationals, as well as the EU-specific worker under the Leicester's NSNO response to support clients with reconnection, employment and accessing PRS accommodation.

Kings Lynn

The Purfleet Trust work with clients placed in NSNO assessment beds to establish their local connection and arrange supported reconnections in partnership with Kings Lynn Local Authority. The Local Authority also work with Home Office (formerly UKBA) local Immigration Compliance and Enforcement team (ICE) to offer EEA nationals supported reconnections the their country of origin

Oxfordshire

In Buckinghamshire and Oxfordshire (excluding Oxford City), Connection Floating Support Outreach team connects rough sleepers with emergency bed spaces in existing services. In the case of Oxfordshire, these beds act as assessment and holding beds prior to admission to NSNO beds in Oxford City. This works well, helping to act quickly in getting rough sleepers off the streets. Without these e-beds, it would not be practical to admit rough sleepers from all parts of the county into the Oxford beds directly.

APPENDIX 1: TEMPLATE AUDIT TABLE FOR ASSESSING CURRENT PROVISION AND GAPS

PRINCIPLE AREA	CURRENT PROVISION	STRENGTHS	WEAKNESSES	NEED OR SCOPE FOR DEVELOPMENT?
Identifying new rough sleepers	<i>e.g. outreach team</i>	<i>e.g. knowledge of common sites</i>	<i>e.g. only operates 3 nights per week</i>	<i>e.g. yes – rotas</i>
Involving the public				
Assessing needs quickly and safely				
Accessing emergency services				
Reconnecting to support				

APPENDIX 2: SAMPLE COMMUNICATIONS PLAN

Target Audience	Purpose of communication	Risks/issues	Methods of engagement (and risk reduction)	Lead	Date
Local authorities	<ul style="list-style-type: none"> To ensure that they are clear about the expectations on them linked to the reconnections To ensure that the aims of the pilot and its parameters are well understood and supported To ensure that they have places available into which local rough sleepers can be moved or reconnected in a short space of time 	<ul style="list-style-type: none"> That commissioned services or LAs undermine or do not hear the messages attached to NSNO That some LAs do not have appropriate emergency accommodation to which local rough sleepers can be reconnected That some LAs do not fulfil their responsibilities after reconnection 	<ol style="list-style-type: none"> Letter for distribution to all local authorities Promotion of reconnections protocol via produced briefing Work on supporting LAs to develop emergency accommodation options Use of on-line reconnections portal Use of evidence about new rough sleepers to provide data to approach relevant LAs 		
Police authorities	<ul style="list-style-type: none"> To ensure that, in their contact with rough sleepers or those otherwise street active, they are clear about the NSNO messages and aims To ensure that they provide support to outreach teams in tackling rough sleeping To ensure that they provide timely information when needed to enable speedy and safe assessment of needs 	<ul style="list-style-type: none"> That Police services are not clear about NSNO and therefore not supporting its aims That Police teams do not provide the resources to outreach teams that they need That the assessment staff cannot get the information they need 	<ol style="list-style-type: none"> Dialogue with police Develop information sharing protocols and processes Identify community liaison officers and invite them to regular multi agency meetings/homelessness forums Invite police to shadow outreach staff or attend NSNO services Letter/communication with the police detailing the NSNO response/offer 		
Home Office Immigration Enforcement (Formerly UKBA) and Immigration Compliance and Enforcement Teams (ICE)	<ul style="list-style-type: none"> To ensure that ICE Teams are clear that there may be a call on their resources and powers from outreach teams to assist with tackling rough sleeping To ensure that ICE Teams are clear about the NSNO messages and aims To ensure that Home Office Immigration Enforcement can provide timely information when needed to the assessment hub to enable speedy and safe assessment of needs 	<ul style="list-style-type: none"> That ICE teams are not clear about NSNO and therefore not supporting its aims That ICE teams do not provide the resources to local teams that they need That the assessment staff cannot get the information they need on immigration status and related issues 	<ol style="list-style-type: none"> Dialogue with Home Office Immigration Enforcement staff Identify local ICE team Awareness raising of NSNO with ICE teams 		

Target Audience	Purpose of communication	Risks/issues	Methods of engagement (and risk reduction)	Lead	Date
Hospitals and Prisons	<ul style="list-style-type: none"> • That those responsible for discharge planning are aware of the importance of ensuring that people have accommodation on exit to avoid potential for rough sleeping • That those responsible for discharge planning are aware of the NSNO and can advise those departing accordingly • That hospitals and prisons can access the information they need to reconnect people with home area or some form of accommodation 	<ul style="list-style-type: none"> • The poor discharge processes and/or lack of the right information means that people are discharged onto the streets • That the wrong messages are given to those leaving prison or hospital that undermine the aims of the pilot 	<ol style="list-style-type: none"> 1. Dialogue, meetings and training with hospitals 2. Dialogue, meetings and training with prisons 3. Briefing for relevant hospital trusts and prisons setting out aims of the NSNO and where they can get the information they need 4. Refer to guidance on hospital discharge http://homeless.org.uk/news/hospitals-discharging-homeless-people-street 		
General public, businesses and residents	<ul style="list-style-type: none"> • To ensure that the NSNO project helps outreach teams speedily identify and contact new rough sleepers by improving the reach and scope of current intelligence from the general public, businesses and residents • To ensure that the general public, businesses and residents are aware of – and are supportive of – the aims of the NSNO project • To provide feedback to those offering information to increase awareness of the options available for rough sleepers and the involvement of many non-rough sleepers in street-based activity like begging/street drinking 	<ul style="list-style-type: none"> • That the public, residents or businesses provide too much/poor quality information that acts as a distraction to outreach teams in responding to real rough sleepers • That the public, residents or businesses do not understand or support the aims of the NSNO and therefore do not participate as intended or act in a way that undermines the success of the pilot (e.g. more soup runs) 	<ol style="list-style-type: none"> 1. Media launch of the NSNO project will raise awareness in all three groups 2. Use existing local residents and business fora to promote the pilot and its aims 3. Ensure that those providing intelligence get good feedback 4. Place flyers and resource in local businesses etc. 5. Social media campaign including Twitter, Facebook etc. 6. Engage with local politicians 		

Target Audience	Purpose of communication	Risks/issues	Methods of engagement (and risk reduction)	Lead	Date
Charities and faith groups providing non-commissioned services or support to rough sleepers	<ul style="list-style-type: none"> To ensure that these groups can support the success of NSNO by providing speedy intelligence about the whereabouts of new rough sleepers To ensure that new rough sleepers and those facing rough sleeping as a prospect are given accurate information about the service offer that will be available to them That these groups are encouraged to undertake activities that are supportive of the aims of NSNO (e.g. volunteering to assist with assessments, providing food during assessments rather than on the streets) and do not undermine its success 	<ul style="list-style-type: none"> That these groups provide too much/poor quality information that acts as a distraction to outreach teams in responding to real rough sleepers That these groups are not aware of (or supportive of) the aims of NSNO and act either inadvertently or deliberately to undermine its success That volunteer support is not available 	<ol style="list-style-type: none"> Media launch of the service Careful promotion of pilot and its aims with targeted providers of services with the aim of securing volunteer input as well as general promotion of the pilot's aims Briefing for faith groups and charities to ensure clear NSNO messages are passed on to rough sleepers Ensure that those providing intelligence get good feedback Seek volunteers to spread message and support assessment and outreach roles Social media campaign to engage charities and faith groups 		
Rough sleepers	<ul style="list-style-type: none"> To ensure the intention behind the NSNO (and its key messages about reconnection and single service offer) are widely understood To ensure that rough sleepers understand who is eligible for NSNO and what the offer is for those who are not new to the streets To ensure that new rough sleepers know where to get help To ensure that rough sleepers are clear about the intention to end rough sleeping 	<ul style="list-style-type: none"> That rough sleepers are given mixed messages and unrealistic expectations about the offer of help they will get That new rough sleepers are not contacted on their first night out That the aims of NSNO and its link to the wider strategy are misunderstood 	<ol style="list-style-type: none"> Launch through the media of the service Information disseminated by outreach teams, day centres and soup run providers Briefings for faith groups/charities encouraging rough sleepers to self-refer. 		

See also: <http://homeless.org.uk/local-influencing>

APPENDIX 3: LONDON ASSESSMENT HUB PRINCIPLES AND PROCESS

ETHOS AND VALUES OF LONDON PILOT

- The assessment centre is NOT a day centre and it is NOT a night shelter
- The centre is a fully staffed and safe environment off the street where new rough sleepers can be bought 24/7 to get their individual needs assessed and take action to remove the need for someone to continue to sleep rough
- The centre cannot force people to take up its options but it will provide a credible and real offer for someone in order that they do not need to continue to sleep rough
- The assessment centre is a place of support, intervention and action
- The assessment centre will conduct a thorough and comprehensive needs assessment and will fully involve the client at every stage of this.
- Clients have the right to appeal and complain about the service received from the centre
- Staff will treat clients with respect and ensure equality of access for all its service users
- Client cases will be treated with urgency

ASSESSMENT

Assessment induction checklist

A holistic assessment needs to be completed. Based on the assessment, a realistic and appropriate offer of support will be offered. This is a checklist for arrival at the hub:

- ✓ Welcome
- ✓ Take additional information from outreach worker where given
- ✓ Immediate risk assessment (visual and based on immediate concerns flagged and made obvious)
- ✓ Explain the purpose and function of the assessment
- ✓ Show the person around and explain how the centre works
- ✓ Explain the expectations and local neighbourhood policy
- ✓ Ensure they are seen by an assessment worker as soon as possible

Leaving the assessment hub

If a client refuses the single service offer made, they must leave and will therefore be at risk of returning to the street. The assessment staff will ensure that the referring outreach team is immediately notified if this is the case and that details of the service offer are clearly communicated to other agencies so that they know what service has been offered, the reason for refusal and any further action recommended.

It is expected that the outreach team will then follow through on the agreed actions, including a reinforcement of the reconnections offer made (repeating the offer as necessary) and pursuing local assertive actions and enforcement measures if appropriate.

For a template assessment form please visit:

<http://homeless.org.uk/effective-action/Reconnectingroughsleepers>

APPENDIX 4: STREETLINK – NATIONAL ROUGH SLEEPING REPORTING PROJECT

[StreetLink](#) is the national rough sleeping reporting project. The website went live in October 2012 and the phone line was launched in December 2012. As part of the project's development, an Options Paper was circulated to those areas that already had a reporting system and feedback was gathered.

STREETLINK BRIEFING AND OPTIONS FOR LOCAL SERVICES

In December 2011, the Housing Minister at the time, Grant Shapps, announced that he was going to launch a national telephone line and website for the public to tell local authorities and charities about rough sleepers in their neighbourhoods. The minister's ambition in delivering this national service was to offer the public a means to act when they see someone sleeping rough and provide a level of public scrutiny of the local action being taken to tackle rough sleeping. Homeless Link and Broadway were appointed to set up the national telephone line and website.

This briefing provides an overview of how the project fits with funding made available to local authorities to ensure frontline provision prevents single homelessness and rough sleeping via Sub-Regional Partnerships across the country and with the Homelessness Transition Fund (HTF) for not for profit agencies, set up as part of the Government's rough sleeping strategy.

THE ROUGH SLEEPING REPORTING PROJECT

The aim of this project is to prevent and reduce rough sleeping and single homelessness through identification and local accountability. The objectives are to:

- Gather information on what the individual local authority and commissioned service responsibilities, routes and offers are in each English Local Authority area
- Give members of the public, services and rough sleepers themselves the means to tell the local authority about rough sleeping via website and a 24/7 telephone line Ensure that each referral is passed on to the appropriate Local Housing Authority or a designated partner for appropriate action
- Provide basic feedback to anyone referring a rough sleeper on the action taken within 10 working days (simply that action is taken, the rough sleeper is known or they were unable to be found)
- Establish a national web-based system and database where rough sleeper locations and outcomes are publicly and transparently (but anonymously) available
- Use the information gathered to highlight good practice and improve systems for dealing with rough sleeping in England.

LOCAL AUTHORITY SUB REGION PARTNERSHIPS AND THE HOMELESS TRANSITIONS FUND

This project has some clear crossover with the work being carried out within the Sub Regional Partnerships of local authorities and the aims of the HTF. This includes local aims to ensure that people who are rough sleeping are identified, assessed and supported. Both applicants to the HTF and local authority Sub-Regional Partnerships have launched, or are working towards the development of, local reporting arrangements including telephone lines and websites, and may also have plans to, or are investing in publicity and communications.

It is still vital that local areas develop their own specific approaches to identifying and assessing rough sleeping. Where this local approach includes a local referral mechanism, StreetLink works with these areas to ensure the national and local mechanisms complement each other.

The website and phone line developed as part of the National Rough Sleeping Reporting Project have a clear benefit for local areas, especially as they will provide 24/7 coverage. This necessitates close and ongoing communication between local authorities and their agencies delivering local responses, and Homeless Link as the lead agency on the national structure. Each Local Authority has provided StreetLink with a statement about how these will support rough sleepers referred in their area, and contact details of where to send referrals (for example to their housing options service, or to a designated provider offering street outreach on their behalf).

If you are developing a NSNO service in your area you can benefit by making use of StreetLink, which allows members of the public and rough sleepers themselves to make a referral directly to you. If you are setting up a service we will work with you to establish the best way to coordinate telephone and web referrals from the national response with your local systems for responding to rough sleepers, for example this could involve StreetLink patching calls through to you, if you are opening a dedicated phonenumber. Our Communications team can also work with you to help promote StreetLink alongside the service you are setting up, and how this work can be incorporated with any current or planned publicity for StreetLink.

HOW CAN LOCAL AUTHORITIES AND SERVICES WORK WITH STREETLINK?

1. Ensure that StreetLink holds the correct details for your area

StreetLink receives rough sleeper referrals via telephone, website and app. These are automatically routed to the correct agency in the area where the rough sleeper has been seen. In order to ensure that your area receives these referrals in a prompt and timely manner, it is vital that StreetLink holds the correct contact details for your area. Please ensure that you contact info@streetlink.org.uk with the email address details of where StreetLink referrals should be sent. We also require a contact name and number so that we can follow up all referrals with you.

2. Ensure feedback is provided by you to StreetLink

Part of the commitment of the StreetLink service is that each referral is followed up with the area it was sent to, in order to find out the outcome. Additionally, if the referrer has requested it, StreetLink will ensure that the outcome you provide gets fed back to them within 10 working days, (it will deal sensitively with issues of confidentiality). The different types of outcomes we record can be found here:

<http://www.streetlink.org.uk/outcomes> and a national map of referrals and outcomes by area can be found on the StreetLink website here: <http://www.streetlink.org.uk/streetlink-referral-figures>

3. Publicity

How do you envisage any local publicity you undertake for any current or planned local response working together with the national service? If you are planning to make use of StreetLink in any promotional work for your rough sleeping service, let the Homeless Link Communications team know how and when, and get support from them with branding and publicity. Useful communications tools can also be found here:

www.homeless.org.uk/streetlink

INFORMATION GATHERING

In each referral the national project gathers the following core data:

- Type of referrer
- Local authority area
- Location
- Name
- Gender
- Age
- Ethnicity
- Action taken

If you are setting up a local response please let us know so that we can discuss with you how to combine your local data with the full dataset. This will allow us to look at the national picture, measure trends over time and ensure that we are collecting a cohesive set of national data. The core data set largely mirrors the information collated by established local responses and where possible we would advise local services that are developing systems to collect the same core data from referrals.

CONTACT

To discuss this further please contact the StreetLink Project Manager at Homeless Link:

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