



CIH Homelessness and Allocations Conference 2016

# No First Night Out – preventing rough sleeping

Masterclass – 29 November 2016

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# What is No First Night Out and Safe Connections?

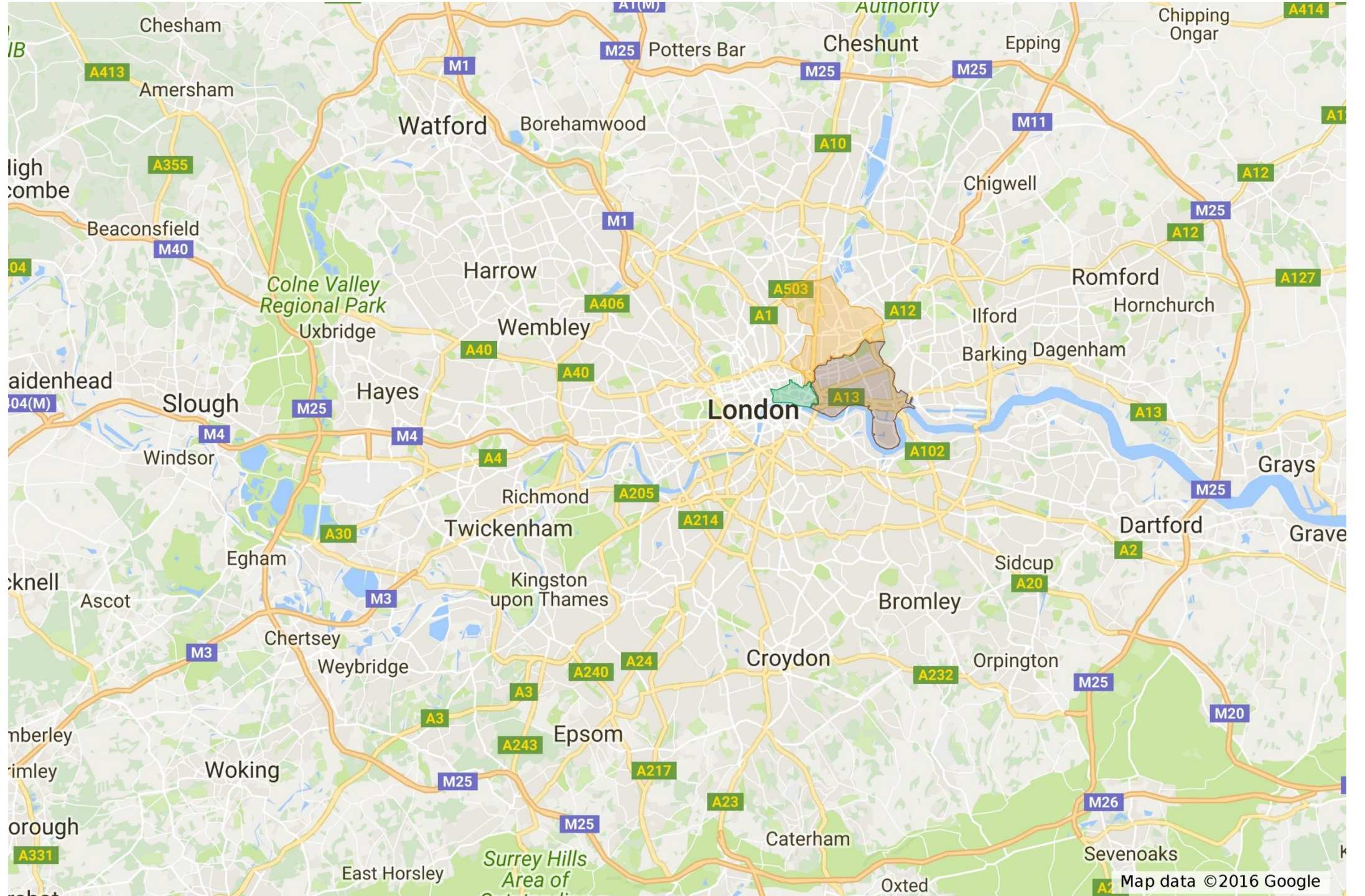
A tri-borough local authority-led project

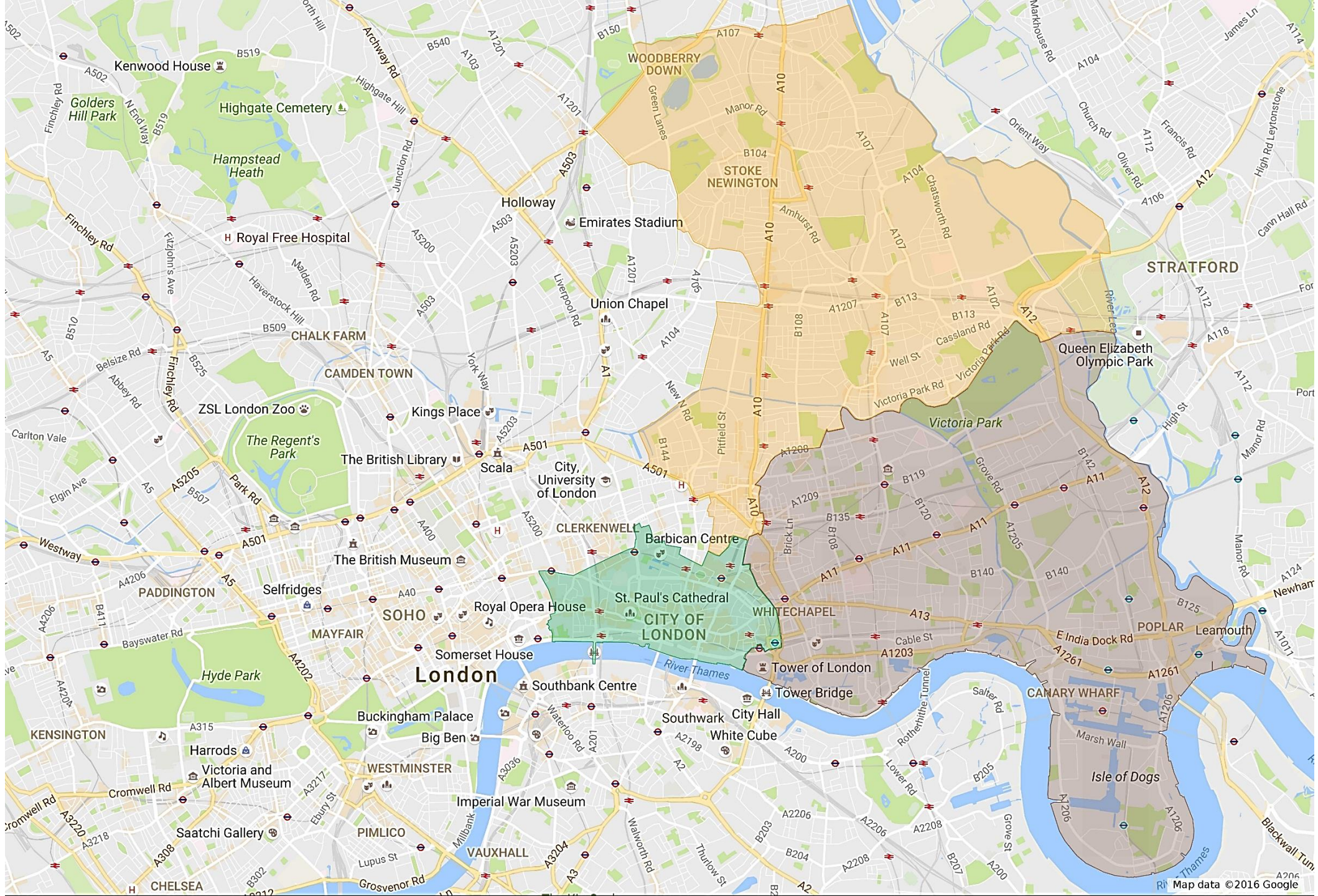
Funded by Help for Single Homeless Fund & Mayor of London in June 2014

Piloting new approaches to

Prevent individuals from rough sleeping for the first time  
(No First Night Out)

Ensure those already rough sleeping are able to access housing in the area where they have a local connection  
(Safe Connections)





Kenwood House

Golders Hill Park

Highgate Cemetery

Hampstead Heath

WOODBERRY DOWN

STOKE NEWINGTON

STRATFORD

Royal Free Hospital

Emirates Stadium

Union Chapel

Queen Elizabeth Olympic Park

CHALK FARM

CAMDEN TOWN

ZSL London Zoo

The Regent's Park

The British Library

City, University of London

Victoria Park

The British Museum

CLERKENWELL

Barbican Centre

St. Paul's Cathedral

CITY OF LONDON

WHITECHAPEL

Royal Opera House

Tower of London

London

Southbank Centre

Tower Bridge

CANARY WHARF

POPLAR

Isle of Dogs

KENSINGTON

Harrods

Buckingham Palace

Big Ben

Southwark City Hall

White Cube

Victoria and Albert Museum

WESTMINSTER

Imperial War Museum

PIMLICO

VAUXHALL

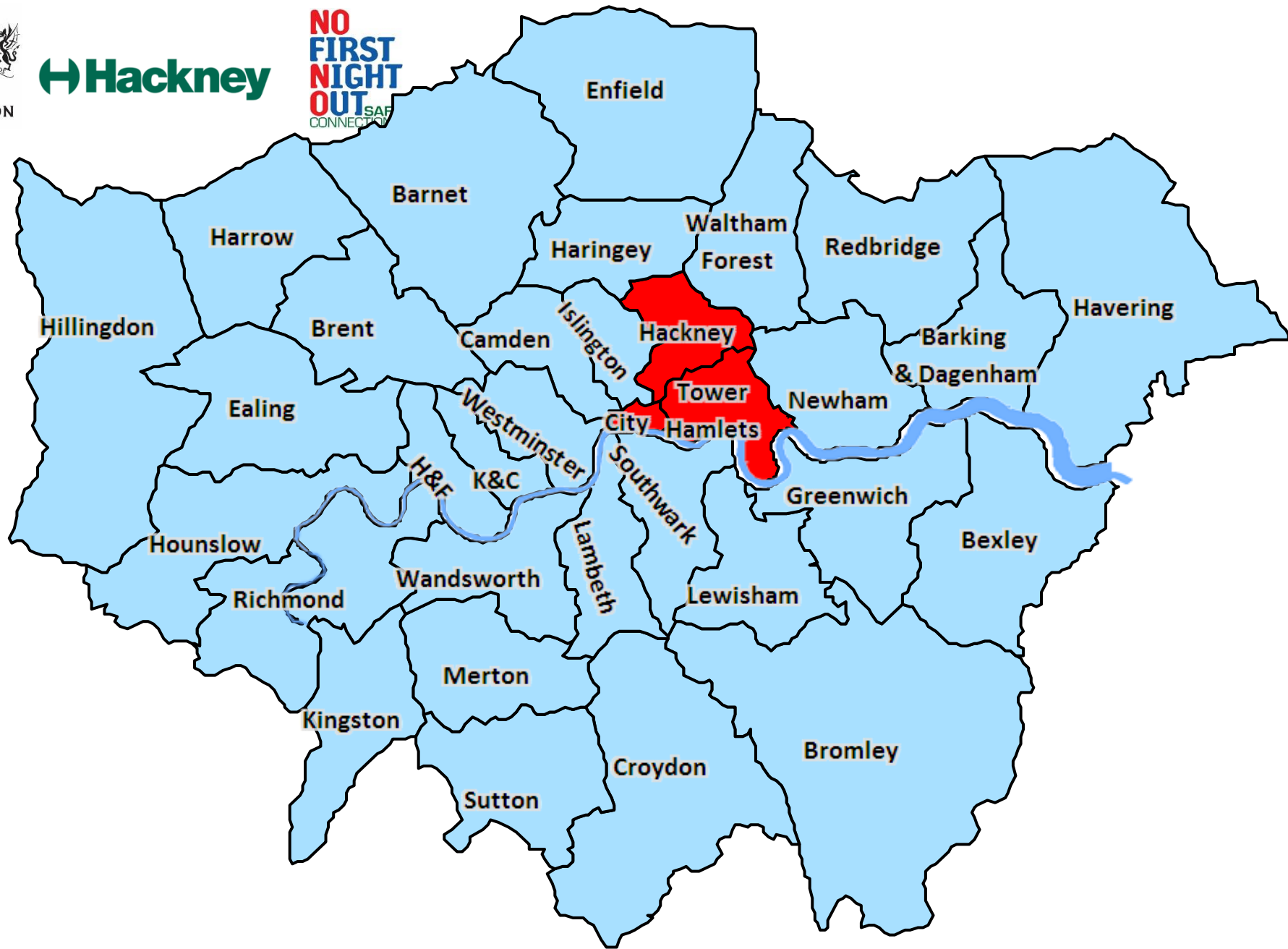
CHELSEA

Map data ©2016 Google



**Hackney**

**NO  
FIRST  
NIGHT  
OUT**  
SAFE  
CONNECTION





# Our Starting Point

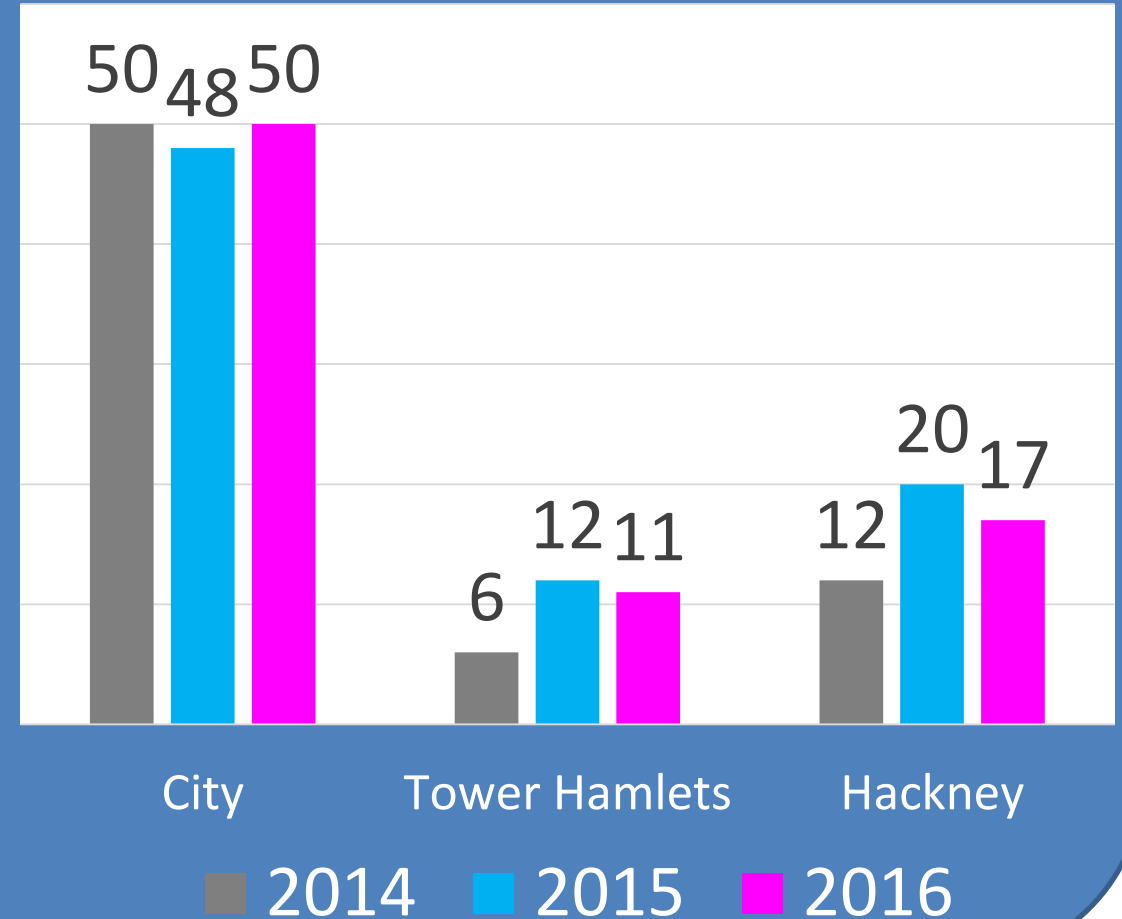
**Committed** to reducing and preventing the need for individuals to rough sleep in the three boroughs

**Believe** rough sleeping is harmful and dangerous

**Good** progress but believe we need to do more

**New** and refined interventions are required

# Rough Sleeper Counts



# CHAIN data – East London Boroughs 2015/16

	New rough sleepers (RS) with no second night out	New RS with a second night out but not living on the streets	New rough sleepers joining living on the streets population	Living on the street - Known	Living on the street - RS205+ Long term rough sleepers	Intermittent rough sleepers	Total
Barking and Dagenham	28	3	1	0	0	4	36
<b>City</b>	<b>136</b>	<b>56</b>	<b>19</b>	<b>134</b>	<b>62</b>	<b>221</b>	<b>628</b>
<b>Hackney</b>	<b>59</b>	<b>20</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>86</b>	<b>176</b>
Havering	10	4	0	0	0	6	20
Newham	177	29	1	4	0	80	291
Redbridge	93	47	7	54	0	127	328
<b>Tower Hamlets</b>	<b>155</b>	<b>58</b>	<b>11</b>	<b>54</b>	<b>23</b>	<b>187</b>	<b>488</b>
Waltham Forest	80	24	0	3	0	45	152
Unique Total	738	241	41	256	87	756	2119



## Aim

To reduce to zero the number of people from the 3 boroughs who qualify to be taken to the NSNO Assessment hubs in London

## Target group

Homeless people from the 3 boroughs at highest risk of rough sleeping  
An attempt to define and work with an entirely new service user cohort





# Methodology

## Research

Fieldwork interviews with NSNO clients and data analysis of new rough sleepers in the 3 boroughs

Common presenting traits of the new rough sleeper collated to identify a series of risk groups

Mapping the clients journey to a first night out on the streets

We already know the traits of an entrenched rough sleeper

The Pre-Rough Sleeper is an entirely new service user category.

Who, then, is the person who will sleep rough for the first time tonight?

Do we know? Could we describe him or her if we were asked?

Findings are based on interviews with staff  
Observations and file reviews at Housing  
Options services

Analysis of relevant data from CHAIN  
In-depth interviews with 34 new rough  
sleepers

Used data from two and a half years  
(2013/14, 2014/15 and the first six months  
of 2015/16)

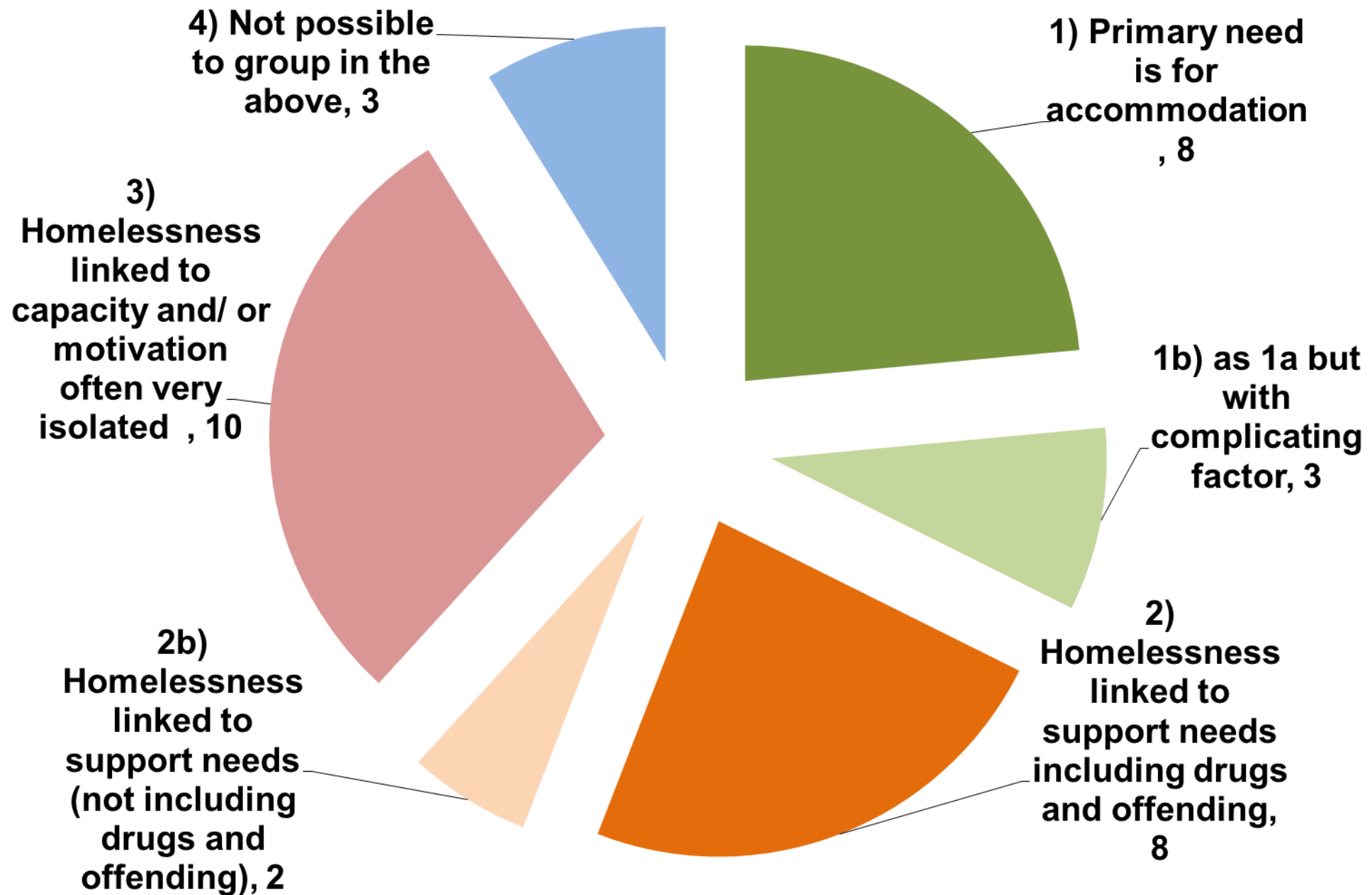
Analysis was undertaken to look for  
patterns and useful groupings

London Boroughs of Tower Hamlets & Hackney &  
the City of London

No First Night Out - Help for Single Homeless People

Interim report

February 2016  
Prepared by: Becky Rice & Lisa Reed



# A typology of new rough sleepers in Hackney and Tower Hamlets

	Description	Key characteristics of group
<b>1</b>	<b>Primary need is for accommodation</b>	<ul style="list-style-type: none"> <li>• Several from refugee background</li> <li>• Low support needs – some low mental health support needs</li> <li>• Often one off/ unusual life event major contributor to homelessness</li> <li>• Low or reduced social networks</li> <li>• Medium to high levels of resilience.</li> </ul>
<b>1b</b>	<b>As 1) but with complicating factor/s</b>	<ul style="list-style-type: none"> <li>• Similar profile to 1 but with notably deteriorating mental health.</li> </ul>
<b>2</b>	<b>Homelessness is linked to support needs including drug use, offending, often combined with mental health</b>	<ul style="list-style-type: none"> <li>• Often Bangladeshi men in 20s and 30s, others spread across ethnic groups but in the same age group.</li> <li>• Problematic drug use and offending prevalent</li> <li>• Long standing problems in the home and personally with drugs and offending</li> <li>• Generally never had own accommodation - family home/ prison/ hidden homeless</li> <li>• Medium to low support networks, low levels of resilience, sense of shame, being ostracized.</li> </ul>
<b>2b</b>	<b>Homelessness is linked to mental health and family problems</b>	<ul style="list-style-type: none"> <li>• Similar profile as to 2 but without drug use or offending.</li> <li>• Mental health problems, deterioration of mental health and problems in the home</li> <li>• Victims of domestic abuse</li> <li>• Feelings of hopelessness and isolation.</li> </ul>
<b>3</b>	<b>Capacity and motivational issues, often more isolated groups</b>	<ul style="list-style-type: none"> <li>• People in 40s/ 50s/ 60s, White and Black Caribbean</li> <li>• Range of support needs</li> <li>• Transient backgrounds, people who just about 'hang in there' until something happens and they then have nowhere to go.</li> <li>• Low levels of motivation and / or capacity due to a range of issues.</li> </ul>
<b>4</b>	<b>Not possible to group in above</b>	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>

## Tipping points

### 3 main reasons

When staying with friends or family in a 'hidden homeless' situation ends

Having to leave the family home/partners house where they were staying long term

Being evicted or knowing the eviction was pending and moving straight to rough sleeping as a result.

# Research also looked at

Wider contributory  
factors  
Support networks  
Personal factors  
Seeking help

Taking the findings  
forward  
Next steps for No  
First Night Out



# Methodology

A fine grade assessment tool devised to identify homeless individuals the research says have a high risk of rough sleeping

2 x referral forms. 1 for homelessness organisations and 1 for non-practitioners

Begin to make informed evidence-based predictions of who might sleep out before they actually do

## No First Night Out (NFNO) Screen and Refer Tool for Homelessness Organisations



- This Screen and Refer Tool is designed to enable partners in the London Boroughs of Tower Hamlets, Hackney and City of London to identify/refer people at risk of rough sleeping.
- It should be completed directly with people alongside existing assessments.
- This screening tool has drawn upon findings from research by St Mungo's Broadway and the tri-Borough Partnership with service users and staff and contributes to their goal of ending rough sleeping through prevention across the three boroughs.
- This is intended as a pilot that will be reviewed in May 2016.

Interviewer's name		Date of referral:	
Agency/contact details:			
The client agrees to me making this referral on his/ her behalf		Yes/ No	

First name:		Surname:	
Gender:		Date:	
Contact details of person being referred			

**Part 1: Current/recent accommodation**

Where did you stay last night? type of accommodation and address if available:	
Where have you been staying over the last month?	

Are you currently rough sleeping?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please tell me in detail where you are sleeping at night.	

Are you going to be homeless tonight?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, where are you planning to go?	
If no, please outline whether you feel you are likely to become homeless in the immediate future	

# Delivery 1

## Rapid Intervention 'No First Night Out' Housing Options service

### 1. Preliminary research

Undertake research to capture the common presenting traits of this cohort and their journey to a 1<sup>st</sup> night out

### 2. New assessment model

Using the research findings, Housing Options staff in the 3 boroughs will adopt a 'fine-grade' assessment tool to identify those at risk of a first night out

### 3. New housing offer

Those found at risk of spending a first night out will be targeted for intensive mediation and/ or an alternative housing offer such as PRS or a hostel placement, including bridging accommodation in emergencies



# Delivery 2

## Outreach Housing Options and Advice 'No First Night Out' Service

1. Preliminary research	2. Outreach strategy	3. Fast-track to 'no first night out' service	4. Holistic housing options
Undertake research to identify which agencies this client group had contact with prior to sleeping rough	Make housing options services available at the places in the borough where potential rough sleepers may frequent or go for help according to the research, and in any case at local Job Centres, local Probation Offices, and the East London mosque.	Clients identified through the use of the assessment tool (either fine-grade or generalist depending on the expertise of the outreach agency) will be given rapid access to mediation, or a hostel placement, or PRS, and if necessary bridging emergency accommodation to prevent rough sleeping.	All clients will receive a package of 'No Wrong Door' services comprising access to ETE, GP registration and substance treatment services.

# Methodology

## A Rapid targeted service intervention

2 x NFNO  
workers

Embed in  
existing  
services

Targeted  
outreach

Access to  
emergency  
B&B

Financed  
PRS

Single  
service  
offer

Sourced  
direct  
access  
hostels

Mediation  
back home



# Partnership that works



DWP



Crisis Skylight



St Mungo's  
Ending homelessness  
Rebuilding lives

Legal Advice Centre  
University House



EAST LONDON MOSQUE &  
LONDON MUSLIM CENTRE

Health E1  
Homeless Medical Centre

NO

**Providence  
Row**

**HOST**

**Crisis**

**Thames  
Reach**

**City**

**Greenhouse**





# Project Milestones

<b>March 2015</b>	<b>April 2015</b>	<b>May 2015</b>	<b>June 2015</b>	<b>Oct 2015</b>
Launch event Draft research brief Review in-kind Start steering gr.	Issue brief and agree delivery dates Start learning log	MOU drafted Recruit P.support	Research starts Gold Standard TH	Recruit teams Start monthly newsletter
<b>Dec 2015</b>	<b>Feb 2016</b>	<b>April 2016</b>	<b>June 2016</b>	<b>Aug 2016</b>
Gold Standard City Partnership event	Safe Connections Start Research pub.	NFNO starts Pathfinder sessions	Interim report brief HO Workshops	Second report published

# Safe Connections

## Aim

Support entrenched rough sleepers in the tri-borough with no local connection to exit the street



# Safe Connections

Voluntary scheme to access accommodation in home area where it is safe and appropriate to do so

Intensive and expert support using experienced workers and peer mentors

Outreach-based

Pt. 7 trained, to make and present a case to the home area HPU

Reconnects people to boroughs across London and anywhere in the UK



# Key Performance Indicators

## No First Night Out

1. 180 NFNO clients worked with intensively
2. 90 mediated back home and assisted with PRS access/ NWD
3. 5 placed in supported housing if mediation breaks down/ fails
4. 45 placed in TA for no more than 3 weeks on average, and from there into supported accommodation

## Safe Connections

1. 100 rough sleepers whose last settled base /long term stay outside of the three boroughs and inside the UK will have an evidenced local connection and a single service offer of reconnection
2. 90 will be accompanied to the Homeless Person's Unit where they are locally connected and their case presented for accommodation;
3. 80 will be successfully reconnected
4. 75 will not have been recorded as rough sleeping within a 3 months
5. Outcomes - CHAIN record specifying last settled base / last longer term settled base and the reason for leaving last settled base.





# Interim Report

Covers the first three months of the project

Published Sep 2016

Focused on the 'rapid response service'  
Independent researcher

It is recognised that it is very early to be reporting on the project externally



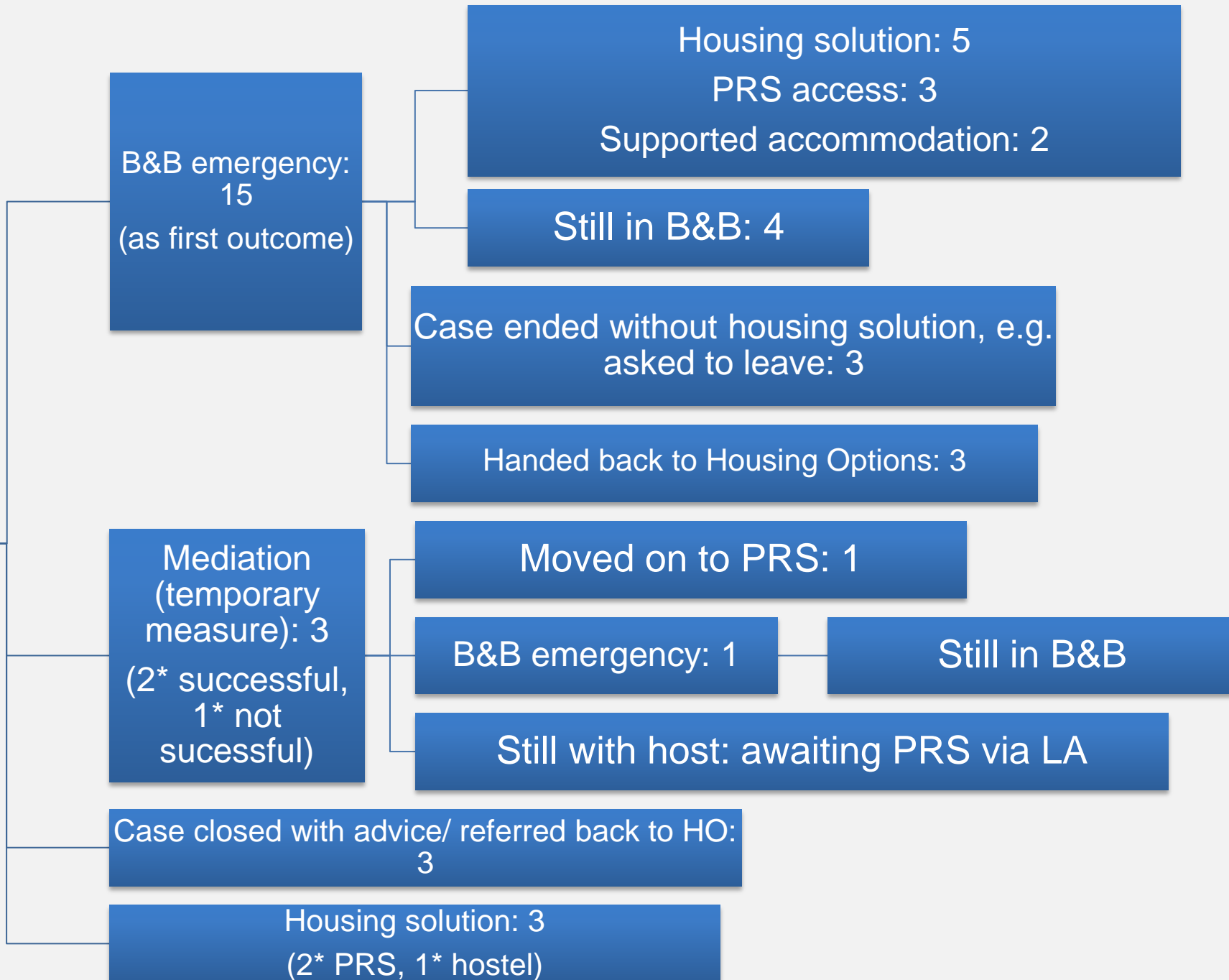
London Borough of Tower Hamlets,  
London Borough of Hackney & City of London

No First Night Out - Help for Single Homeless People  
evaluation: interim summary report

September 2016  
Author: Becky Rice



24 clients





# Safe Connections

Number of clients assessed or in assessment		24
Reconnection Destination	Total Trips	Miles/Km's Travelled
Clacton on Sea	5	810m/1303km
Brighton	3	450m/723km
Plymouth	1	462m/744km
Edinburgh	1	828/1332km
Total =	9	2550m/4039km
Successful reconnections		Plymouth, Clacton, Brighton, Durham
Current connections		Kent, Sheffield, Wokingham, Norwich, Cornwall, Edinburgh, Birmingham, Southend

## Case study 1

Early 30s, EU national, cohort group one but does have MH problems

Room in shared accommodation 4 years – had to leave

Low & variable income & no deposit with his landlord

LC through work in tri borough – referred to NFNO

After eviction, paid for hostel then slept in his workplace: ‘a thief in your own company.’

Provided with emergency B&B accommodation – 39 days

Accessed shared accommodation through Crisis which he is very happy with



## Case study 2

Late 50s, Black African, cohort group three, referred by Providence Row

Homeless for 3 years following eviction from a long-term PRS tenancy

Found not in priority need.

Mostly sofa surfing but occasional rough sleeping & on buses

Struggled with benefits repeatedly sanctioned

Job centre suggested Providence Row

NFNO – 84 days in TA, assistance with benefits, referral to Crisis

Crisis housing coach found him a PRS property, which has impacted on every aspect of his life



## Case study 2

*Now I am living there I am really, really happy. I am enjoying my house, I am catching up and doing things I was not doing. I called [my NFNO worker] to say thank you. For instance now I can have a bath. I really want to go back to work... I can cook my own meals, I can call my kids – they are so happy about it! I was feeling shame for myself that I didn't have no future... I buy my electricity – things I didn't know how to do – to have some more responsibility and [I see that] I can manage that; I can look after myself... My mind is at rest, I can sleep and be more focused on things, what I need to achieve and do.*



# Learning Log

Managing expectations of the partners

Accessing emergency accommodation

pay scales

IT systems

In kind contributions

How to embed

Cohort Groups

Housing Options



# Homelessness Reduction Bill

The NFNO project supports a number of the aims of the Homelessness Reduction Bill and provides evidence to show that it can be delivered in practice

1. Housing plans and contracts that set out the responsibilities of both parties (S189A).
2. The NFNO contract also confirms the risks of non-engagement by the client and by doing so ensures that the client works with the project to get a housing solution (S193A).
3. Looks to source and secure accommodation to all clients who access the project and have a housing need (S189B)
4. Provides a working knowledge for statutory organisations to share information to the LA in a controlled, relevant and useful way (S213B).





## Next Steps

Embed fully  
into frontline

Source under  
35 housing  
options

New  
Grant

Published  
Toolkit

Enlarge &  
Embed  
pathfinder

Explore  
more  
shared

Final  
report

Share  
learning



*I was at Hackney Food Bank (St John at Hackney) this morning with a Safe Connections client and got in to a conversation with a case worker from Hackney CAB. She spoke highly of the NFNO project, and the help you guys had given housing a vulnerable female client of hers. Warmed the cockles of my heart to hear it and thought you should to!*



Thank you

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