

Liverpool City Region “No Second Night” Standard:

Our vision is that by the **end of 2012**, no one will live on the streets of Liverpool City Region and no individual arriving on the streets for the first time will sleep out for more than one night.

This is a Liverpool City Region Project signed up to by the following authorities:

- Halton Borough Council
- Knowsley Borough Council
- Liverpool City Council
- Sefton Metropolitan Borough Council
- St Helen’s Metropolitan Council
- Wirral Borough Council

Delivering this standard as a City Region Project will enable us to be more equipped to achieve this as all local authorities in the city region will be working together in a co-ordinated way by pooling resources and intelligence.

For the purpose of this protocol, a rough sleeper is:

People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents (inappropriate use of tents), doorways, parks, bus shelters or encampments).
People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes”).
Definition taken from Evaluating the Extent of Rough Sleeping. Communities and Local Government September 2010

We will also use the following sub definitions to identify the extent of the issue:

New Rough Sleepers (Flow): people who move onto the streets for the first time in the year (Financial year)

Continuing Rough Sleepers (Stock): people who were sleeping rough in the previous year as well as the one in which the analysis is being undertaken

Returning Rough Sleepers: (Returners): people who have been seen previously on the streets but not in the preceding year. Definition taken from No One Left Out Communities and Local Government Nov 2008



In principle, we will deliver this by:

(Not all local authorities will want or need to sign up to every aspect of the protocol)

- **Gathering intelligence:**
 - ❖ Providing one point of contact for reporting rough sleepers (one phone number for the whole of the City Region)
 - ❖ Rolling out Liverpool's rough sleepers database across the city region and sharing good practice re Liverpool's tracking group across the city region
 - ❖ Co-ordinating rough sleeper estimates and counts across the City Region
- **Contact:** extending outreach services across the city region, ensuring that any rough sleeper in the city region can be reached and offered a service
- **Enforcement:** ensure that rough sleepers who refuse to come indoors are subject to appropriate enforcement action (to be agreed)
- **Co-ordinating Cold Weather provision**
- **Offer individualised solutions:**
 - ❖ ensuring that the right support is given at the right time, without duplication between agencies, through monthly tracking meetings
 - ❖ developing a comprehensive menu of services which are available in each local authority area (draft attached as Appendix 1). Please note that smaller local authorities may not need the services that the larger local authorities require
 - ❖ ensuring that each local authority has, as a minimum, access to the following services for rough sleepers:
 - outreach services
 - reconnection

We will ensure that rough sleepers who refuse to come indoors:

- continue to be offered support and options to come indoors and move away from a rough sleeping lifestyle
- understand fully the solution(s) that they have been offered and refused and have the capacity to make the decision to refuse these options
- are subject to appropriate enforcement action if they have unreasonably refused offers of accommodation (we need to decide how will this be agreed)

We will also examine locations which are continuously used as rough sleeping sites to see whether there are factors that require environmental enforcement, for example, unsafe or illegal disposal of rubbish / food.

Responsibilities of each local authority: It is important to recognise that the provider of outreach services cannot solve rough sleeping on their own. Each local authority will be expected to have the following framework in place:

- To be able to respond to reports of rough sleepers, bring people indoors and prevent a second night out, the project staff from the Whitechapel Centre will require same day access to accommodation options. While the project staff will be able to negotiate these on a daily basis there needs to be a commitment from accommodation providers within each authority
- Space / use of meeting room to carry out assessments
- Commitment from enforcement agencies such as the Police and Environmental Enforcement Teams
- Commitment to data sharing agreement
- Each authority will need to help identify and bring relevant key personnel to their tracking meetings
- Clearly identified processes for referring to social services / mental health services

Funding: Liverpool City Region has been given £120,000 to fund this project. This money can be spent over two years.

Funding is also available from Crisis to develop existing schemes to support single people and rough sleepers to access the private rented sector, and priority will be given to extending existing schemes geographically. A voluntary sector organisation must apply for the funding.

Exit strategy: There is no commitment to provide any additional cross authority services for rough sleepers beyond the term of this funding. However, the impact of the increased outreach provision and the co-ordination of services will be measured quarterly. The project group will then look at the resource implications of continuing the standard beyond 2012 and make recommendations to the City Region authorities.

The following Local Authorities have signed up to the following different aspects of this protocol:

	Providing one point of contact for reporting rough sleepers	Rolling out Liverpool's rough sleepers database	Co-ordinating rough sleeper estimates and counts across the City Region	Extend outreach service across the city region	Ensure that rough sleepers who refuse to come indoors are subject to appropriate enforcement action	Co-ordinating Cold Weather provision	Offer individualised solutions	Facilitate reconnection	Access to the private rented sector scheme with Crisis
Halton Borough Council	✓	✓	✓		✓	✓	✓	✓	✓
Knowsley Borough Council	✓	✓			✓	✓	✓	✓	✓
Liverpool City Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
Sefton Metropolitan Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓
St Helen's Metropolitan Council	✓	✓	✓	✓		✓	✓	✓	✓
Wirral Borough Council	✓	✓	✓	✓	✓	✓	✓	✓	✓

This protocol has been signed up to and agreed by the following representative of each of the city region Local Authorities:

<p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Halton Borough Council</p>	<p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Knowsley Borough Council</p>
<p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Liverpool City Council</p>	<p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Sefton Metropolitan Borough Council</p>
<p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of St Helen's Metropolitan Borough Council</p>	<p>Signed by:</p> <p>Print Name:</p> <p>Date:</p> <p>On Behalf of Wirral Borough Council</p>

Appendix One: Menu of services for rough sleepers across the city region:

	Halton Borough Council	Knowsley Borough Council	Liverpool City Council	Sefton Metropolitan Borough Council	St Helens Metropolitan Council	Wirral Borough Council
Rough Sleepers Outreach Service	No provision	No provision	Early morning and evening outreach service provided by Whitechapel Centre	No provision	No provision	Only as per street drinking below
Street Drinkers Outreach Service	No provision	No provision	Afternoon and evening outreach service provided by the Basement	No provision	No provision	2 town centre street drinking project outreach workers employed by Phoenix, funded by DASS. Workers are confined to Birkenhead town centre
Day centre services / Enablement Services	No provision	No provision	Day Centre Service focused on enabling rough sleepers to move away from the lifestyle through education, training and meeting health needs	Salvation Army Community Centre in Bootle provides meals and shower facilities	HOPE House provide meals and showers certain week days till 2.30. Advice & support on housing is available. This is a service that rough sleepers/chaotics may attend.	Drop in centre at Ark in the morning. Access to nurse and mental health assessment Charles Thompson mission provides hot meals and clothes etc for anyone presenting including rough sleepers and families in poverty (has been operational since 1800s). Nurse clinic also held here.
Night shelter provision	No provision	No provision		No provision	No provision	Provided at both YMCA
Cold Weather Provision	Designated accommodation made available from Dec – Mar when trigger temps are hit	Field Lane Hostel to provide a 'sit up' service during the cold weather - use of their lounge. Agreement not yet finalised	Overnight shelter available from Dec to March when trigger temperatures are hit. Additional outreach and support also available Dec to March	Overnight shelter available from Dec to March when trigger temperatures are hit.	Salvation Army/YMCA provide a 'sit up' service during the cold weather - use of their lounge.	As above
Ring fenced beds	3 beds ring fenced for rough sleepers within designated hostels during bad weather conditions	No provision	12 beds ring fenced for rough sleepers in 6 different hostels	No provision	No provision	Only 1 ring fenced bed for 16 and 17 year olds

	Halton Borough Council	Knowsley Borough Council	Liverpool City Council	Sefton Metropolitan Borough Council	St Helens Metropolitan Council	Wirral Borough Council
Personalised solutions	No provision	No provision	Budget set aside from Preventing homelessness grant for personalized solutions	No provision	No provision	None set aside but can be available through Homeless Prevention Grant
Reconnections	No provision	Only as and when on an ad hoc basis for cases through hostels or Housing Options team	Reconnections are facilitated by the outreach team provided from the Whitechapel Centre	No provision	No provision	As and when on an ad hoc basis for cases through hostels or Housing Options team
Homeless Nurses	No provision	GP Options Service available on 0800 917 3683. They provide appointments in every town and evenings and weekends.	2 homelessness nurses based in city centre GP practice which is an enhanced GP service for homeless people – also has an alcohol nurse and leg ulcer nurse	No provision	There is a Lifestyles Team run by the PCT which includes a Health for Homeless section. They engage and support with homeless/rough sleepers etc and link in with services. Currently one nurse and one support worker.	One outreach nurse for homeless clients visits all hostels and drop-in centres. Evening nursing service at the Ark (2 hours x 5 sessions). Originally only for Ark residents but now open to other homeless people as a pilot project.
Mental Health service for homeless	Mental health outreach team	Options GP can refer them into services.	Mental Health Outreach Team	CHART assists with homeless and in-ward hospital assessment	Nurse in Health for Homeless Team is a qualified RMN as well as RGN. Links established with mental Health services	Mental Health Practitioner for homeless people
Street Resettlement Project	Prevention and bond guarantee scheme available	No provision	Rent bond and support scheme to enable rough sleepers to access the private rented sector	No provision	No provision	Informally through the Town Centre Outreach Team and through the SP Pathway
General hostel provision	2 x single homeless hostel accommodation Age 16-65 1 x Single hostel Age 16-25 1 Complex needs age 16 – 25 1x 32 independent schem for families and teen mothers 1 x women's refuge	1 Hostel for single males aged 18+, no current provision for single females and couples. This will be available in the future.		Accommodation for young people via Forum Housing Association. Bosco Society hostel for substance misuse. Leo Project for abstinent alcohol addiction	2 hostels for single homeless. Another hostel for single homeless females only.	SP funded hostels, refuge, foyer, mother and baby units etc

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Other			The Basement The Big Issue in the North	No provision Did have a project targeted at A8 Migrant Workers in Southport but funding has ended. Also quite strong Faith support for homelessness in Southport.	SP provision for young (foyer + supported lodgings), and offenders.	Local voluntary group is setting up a Trussell Trust food bank. Hospital homeless discharge link worker funded by PCT and Homeless Prevention fund to ensure people not homeless on discharge
						Homeless/Hospital Discharge Worker Based at Arrow Park Hospital, will try to arrange accommodation for homeless people in hospital.
						Homeless people may access detox and rehab services with support from other organisations

