

York No Second Night Out & Emergency Bed Protocol

Statement of Purpose

Agencies working within York's Resettlement Strategy are committed to the delivery of excellent quality services to the most vulnerable and marginalised members of our community, including rough sleepers.

For the purpose of this protocol the title 'service provider' will be used to describe Peasholme Charity projects, YACRO, SASH, the Salvation Army Early Intervention & Prevention Team, CYC resettlement services, Arc Light, CYC Housing Options Team and Youth Homeless Workers.

Principles

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

Based on Effective Action to End Homelessness, Homeless Link, 2011

Customer Definition

York's homeless service providers recognise the vulnerabilities of people who are faced with rough sleeping; both new rough sleepers and longer term entrenched rough sleepers.

For the purpose of this protocol, service providers will use the following definitions for customers accessing emergency beds:

1. **At Risk of Rough Sleeping** describes customers who may be living in inadequate accommodation or sofa surfing. This can include customers who are being supported to stay with family or friends while working towards something more appropriate.
2. **New Rough Sleeper** describes a customer who may never have slept rough before or someone who is not known to services.
3. **Entrenched Homeless** describes a customer who may be living a rough sleeping lifestyle, or who has a history of long term hostel living and repeated periods of rough sleeping.
4. **Crash Pad** describes emergency placements of statutory homeless customers (they are not generally resettlement customers).

The Resettlement Strategy group acknowledges the need to proactively engage vulnerable people who fall into all these groups, while recognising the responses and strategies needed to engage longer term entrenched homeless customers may need to be more intensive in order to sustain a positive outcome.

Single Service Offer

Customers referred to service providers as part of this initiative will be provided with a single service offer. A single service offer is the clear message given to the customer about the accommodation and support they are being offered on an assessment of their circumstances and support needs.

This offer will be made following the completion of an initial assessment, and could include access to resettlement services, access to hostel accommodation while private rented sector accommodation is sought, or reconnection. The offer may also include referral to the MEAM Specialist Worker or other housing support services for the longer term support. The offer of a temporary accommodation placement outside York may be made as a last resort; this offer will be time specific and include the return to accommodation in York.

This single service offer will be communicated to other agencies/parties involved in the support of a customer.

When a customer refuses their 'single service offer' this will be recorded alongside the reasons for their refusal.

Subject to risk assessment and maintaining appropriate behaviour customers will be offered an emergency bed placement until they can access their single service offer.

Community Involvement

Service Providers will use existing provisions for community involvement to highlight this protocol to members of the public and relevant agencies, businesses and institutions, e.g. FE providers, voluntary and statutory support services, and churches and faith groups involved in supporting vulnerable people.

Each agency will include a reference to their commitment to 'No Second Night Out' and ending rough sleeping on their webpage; including a link to a specific webpage which will contain contact details for the agencies and specific instructions on how to refer rough sleepers for support.

The Salvation Army EI&P team will use an email request for information to gather intelligence from the police, businesses and other relevant people. The wording of this email will include reference to the initiative and all partners. This email will be circulated on a weekly basis.

Records of all community contact will be maintained by agencies and this information will be used to gather intelligence and support the development of street walk routes.

Sharing of Information & Confidentiality

Service providers will manage personal information of rough sleepers within the framework of the Housing Options and Homelessness Information Sharing Agreement.

Any risk information will be shared within the framework of the Risk Information Sharing Agreement.

Review & Monitoring

The Resettlement Strategy group will be responsible for monitoring and reviewing all information resulting from this initiative.

An annual report will be produced and circulated detailing outcomes, diversity & equalities information, and case studies.

Our Service – what will we do for customers?

The NSNO and Emergency Bed Service operates 365 days per year.

Customers are those who are in imminent danger of sleeping rough, those new to rough sleeping, and 'entrenched' or repeating rough sleepers.

The emergency bed offer includes: daily referral to service, access to accommodation from 6pm–9am, evening meal, breakfast, shower facilities. Additional facilities can be offered to meet the specific needs of a customer and

facilitate effective support while they are using the service. For example, extended access, facilities, and flexibility may be required for customers who are working with the MEAM Specialist Worker.

The customer will have daily (weekday) contact with Salvation Army, Youth Homeless Workers, or other nominated support agency.

The Salvation Army EI&P team will act as an initial contact for rough sleepers except when contact has been made with the Youth Homeless Scheme (when this service will be lead agency). They will take the role as lead agency and will complete the initial assessment. This assessment will be accepted by all service providers.

Once a customer has been identified, they will be advised of the Emergency Bed and NSNO initiative, including the provision of the single service offer.

An initial assessment will take place within 12 hrs of first contact, including an initial risk assessment. This assessment will include current circumstances, family support, substance misuse, mental health and offending history. Where possible a PNC check will be completed. Any service specific risk assessments will be undertaken at the point of accommodation, and will be completed by the service provider.

This initial assessment will also provide details of agencies and individuals supporting this customer and will facilitate obtaining consent to share the single service offer.

The assessment will take place at a venue that is accessible to all, and may include venues away from traditional service provision. This will prevent any customers new to rough sleeping becoming engaged with street activity.

If the customer is 'sofa surfing' or in other vulnerable, uncertain or insecure accommodation – an assessment of the security of living arrangement will be made. If possible the customer should continue with their living arrangement until a longer term solution can be secured. In these situations, a customer's single service offer may include a SAP referral using normal referral pathways.

If it is identified that the customer is sleeping outside then emergency accommodation will be obtained for them. This accommodation will be secured by the end of the working day.

When emergency accommodation is being sought, the Salvation Army EI&P will secure access to a bed by providing information from the initial assessment to the service provider. Service providers will commit to the provision of this emergency bed within 1 hour.

It is important that all beds in the city are utilised before any crash pads or emergency accommodation.

The assessing member of staff will accompany the customer to the service provider to facilitate an introductory meeting (where appropriate*). This will ensure the customer is able to find the accommodation, is introduced to a person at the receiving service and all information is clearly passed on. Copies of signed initial assessments/relevant details** - including consent to share information, will be passed to service providers at this point.

The Salvation Army EI&P team/Youth Homeless Scheme will remain lead agency while the customer is using emergency accommodation. The lead agency status will be passed to the service provider when & if the rough sleeper is accommodated at the service as part of their single service offer.

If a rough sleeper is temporarily placed in accommodation away from York, the Salvation Army EI&P team/Youth Homeless Scheme will make daily contact with all parties, including the customer and will ensure they are returned to York within the agreed timescale. This will be no longer than two weeks. Any subsequent assessments, including risk assessments will be undertaken over the phone in order to prevent unnecessary travelling for the customer.

A Severe Weather service is provided for all rough sleepers throughout November – February every year. Additional emergency bed spaces (camp bed/mattresses) are provided during this period. There is daily (weekday) referral to service and access to accommodation is between 6pm-9am. An evening meal, breakfast, and shower facilities are provided. Daily (weekday) contact with Salvation Army or Youth Homeless Workers is required for people using this service.

* This may not be possible in every case; e.g. out of area placements, when staffing a 'duty' desk etc.

** Youth Homeless Service will use appropriate/require form of information for specific circumstances

This protocol has been signed up to and agreed by the following organisations:

<p>Peasholme Charity</p> <p>Signed by: Date:</p>	<p>CYC Housing Options and Homeless Services</p> <p>Signed by: Date:</p>
<p>Arc Light</p> <p>Signed by: Date:</p>	<p>Salvation Army, York</p> <p>Signed by: Date:</p>
<p>YACRO</p> <p>Signed by: Date:</p>	<p>SASH</p> <p>Signed by: Date:</p>