

Housing Environment and Planning Overview & Scrutiny

Date: 19th March 2020

Subject: Homelessness and Rough Sleeping Initiative Outreach Service

Report of: Andy Burnham, Mayor of Greater Manchester

PURPOSE OF REPORT

This report provides an update on current work and progress to end the need for rough sleeping in Greater Manchester.

RECOMMENDATIONS:

Members of Housing Planning Environment Overview and Scrutiny are requested to note the report.

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ROUGH SLEEPING INITIATIVE

Funding to continue and expand the frontline offer to prevent and relieve rough sleeping has been secured through the Rough Sleeper Initiative and Rapid Rehousing Pathway Grant 2020/21. The receipt of Rough Sleeping Initiative funding in Greater Manchester over the past 2 years has made a significant contribution to the following positive outcomes:

- Sustained reduction in overall rough sleeping numbers across the City Region as evidenced in the annual counts since 2017
- Improved intelligence in relation to who is rough sleeping in localities leading to more co-ordinated and effective interventions, supported by greater levels of collaboration with the voluntary, community and faith sectors.
- The development of local multi-agency 'Task and Target' case management meetings to provide a route off the streets for rough sleepers.

- Greater alignment across the range of Greater Manchester wide programmes targeted at reducing the levels of rough sleeping, to ensure a range of re-housing and support pathways are available.

However there also clear lessons and areas of development to focus on over the next year:

- The need for stronger integration between rough sleeper teams with both local and regional homelessness teams (Housing Options) and wider public services (Health, Probation, Police)
- The need for specialist outreach support to enable suitable accommodation and ongoing support solutions to be found and delivered.
- The need for single data collection and analysis to understand the changing picture of rough sleeping across Greater Manchester.
- The importance of continuous system building where barriers and blockages are identified, with prioritisation of resources and clear accountability mechanisms.
- The need for consistent and flexible out-of-hours response from rough sleeper and wider public services.

In total Greater Manchester will see over £4m investment reaching Local Authorities for 2020/21. This funds all frontline rough sleeper teams and associated resources such as flexible re-housing budgets, workforce training, data and systems, and specialist team members such as Social Worker and Dual Diagnosis workers.

GMCA lead a combined bid that will support all 10 LA areas generally and support more detailed delivery plans in 6 LA areas (Bolton, Bury, Stockport, Trafford, Oldham, and Rochdale). This laid out a shared commitment to address the following:

- **Navigators' Network across GM** – enabling a shared approach to developing an effective and proactive workforce to radically reduce rough sleeping. The Network will embed the principles and practice of Making Every Adult Matter (MEAM), best practise on multi-agency co-ordination, alignment with GM wide programmes such as Housing First, and provide a 'virtual team' approach for mutual support and learning. Importantly, the Network will be a place to share the system barriers and gaps in service provision that prevent solutions to rough sleeping across Greater Manchester and address them through collective problem solving and innovation. Challenges can be escalated into GM wide strategic forums, involving all key stakeholders across housing, criminal justice, health and the voluntary and community sector. This will provide an effective mechanism of accountability between frontline experiences with the strategic commitments of stakeholders, and lead to constant improvement and visibility of ongoing challenges.
- **Joint Health Commissioning** – joint health commissioning across GM provides combined buying power where the necessary recourses are scarce i.e. Clinical Psychologists. The mental health needs of rough sleepers are well recognised and joint commissioning will enable the most effective pathways and new interventions to be delivered across Greater Manchester. Our model will allow us to use a test and learn approach by commissioning

different interventions for specific zones within the GM footprint. The intended geographic footprint for each intervention has been described further in the Delivery Plan below.

- **Improved data and systems** - develop the shared data and case management system (GMThink) to support those with a history of rough sleeping, multiple disadvantage and exclusion, who require a collaborative service response to support them into accommodation and through recovery. Collaborating on GMThink will enable shared training, licensing agreements and information governance practise.
- **Wider workforce training** –We will invest in Trauma Informed Approaches and Prevention Practises for relevant frontline staff across GM including key partners in public services (probation and custody), the social housing sector and the voluntary and community sector. In addition to formal course type learning a significant level of training to frontline staff will be delivered through the planned Psychology service who can assist workers with case management and reflective practice. In this initiative we will be seeking to work in partnership with the GM Housing Providers Group and their Homes for Cathy commitment and with our Social Impact Bond for entrenched rough sleepers who are working with landlords on developing 9 key principles to ensure their tenants can sustain their tenancies beyond the life of the programme.
- **Integration with other Rough Sleeping programmes** - GMCA is the central commissioner for Housing First, the Social Impact Bond, and A Bed Every Night services and will ensure that these programmes are aligned with RSI service delivery and to provide a range of support and accommodation. To achieve our intended outcomes for the Housing First programme over the next 2 years it is critical that we have a well-resourced outreach provision across GM who are able to provide a reliable pathway for people who fit the required eligibility criteria. This will require a skilled and motivated frontline service able to make reliable assessment with regard to people’s support needs, levels of motivation and willingness to engage with the minimum requirements of the programme.

A full report will go to GMCA to secure approval and delegation against the expenditure profile for funding through GMCA. This will not include a large proportion of funding that has gone direct to localities.