

Voice of the sector:

**supporting rough sleepers at a time of
national crisis**

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Thank you

- Panel participants, all 222 of you
- LGA colleagues, including outstanding logistical support for 28 panels
- Contributors to the rich and varied case studies showcased in the report

- A real privilege to be a witness to it all

The Delivery and Impact Panel Process

A sector led improvement tool that set set out to create:

- space and time to reflect upon their work to date and consider their Rough Sleeping Plans
- a framework and process for councils to consider and test their rough sleeping plans
- challenge and support from officer peers from other councils taking part
- a structured conversation to explore and stretch current thinking on each council's delivery arrangements
- an opportunity to share good practice across the sector
- professional development of officers through the sharing of practice
- an opportunity to identify common risks and issues faced by councils

Positive reflections

- Commitment and dedication of frontline rough sleeper staff.
- An opportunity for innovation involving creative, rapid and pragmatic responses.
- Support and scrutiny from elected members and council senior leadership teams.
- Opportunities afforded by 'Everybody In' including reframed relationships with partners and a better understanding of the needs of hidden homelessness.
- Data sharing – strengthened approaches.
- Accountability for grant funding by MHCLG – councils welcomed the enhanced national focus and funding from Government to tackle rough sleeping as part of the 'Everyone In' initiative

Opportunities for improvement

- A need for longer term funding.
- Delivering an integrated approach to dual diagnosis to improve access.
- Addressing the wider challenges in the partnership environment.
- Managing the impact of the lifting of the evictions ban.
- Sustaining the current rough sleeping approach.
- Strengthening approaches to prison discharge.
- Improving access to social housing.
- Clarity of guidance for rough sleepers with no recourse to public funds

Areas for change

- Always asking others in the peer group for ideas/good practice.
- Think more about service user involvement in developing services.
- Ongoing partnership working with health and social care.
- Make a more assertive effort to engage with mental health services and commissioners.
- Raise issues with MHCLG, rather than just respond to asks.
- Greater level of multi-agency in reach into emergency accommodation to support cohort and improve move on.
- Try again to engage with social housing providers to increase the supply of move on accommodation and reinforce the impact of no evictions.
- Involving social workers to inform Rough Sleeping Initiative 'asks' and pathways
- I'm going to be kinder to myself because I realise that most other councils have the same challenges!

Opportunities for learning

- We've all been facing similar issues and all done brilliantly.
- Intractable problems can be solved with collective action and focus.
- With the right priority, effort and financial support we can achieve great results for rough sleepers.
- Meeting virtually has improved stakeholder engagement.
- Emphasis on tenancy sustainment work is critical.
- Collaborative approach pays huge dividends - people are more willing to have open discussions than you'd think!
- 'Everybody in' demonstrated the extent of previous service failure and has galvanised partnership working.
- Not to underestimate what voluntary sector partners can contribute.
- Don't make assumptions about what change people can make given an opportunity

New challenges for participants

- Continue to engage with mental health partners regarding accessibility of their services.
- Relaunch and focus on person centric and trauma-based approaches to help complex clients while it is at the front of people minds.
- Engage more with public health.
- Ensure rough sleepers are provided with the support they need to sustain tenancies and break the cycle of rough sleeping.
- Use peers more, rather than see myself as an island.
- Engage more with other councils outside of our local region to pick up on different/innovative approaches.
- Think about how the RSI4 funding can be used a bit more creatively; was going to do a like for like bid but may now explore something a bit different around mental health.
- To form stronger alliances with my neighbouring councils to present shared issues and solutions to members and funders

Support from national government

- **Simplify the funding arrangements** so that there is a unified source of funding for work with this client group, reducing the burden of bid writing and data returns.
- **Create certainty about year-on-year funding** which, in turn, will create certainty for staff, thereby reducing the costly inefficiencies of hard to fill vacancies, turn over and reliance on agency labour.
- **Establish a clear, unambiguous and workable policy** for the management of rough sleepers with no recourse to public funds.
- **Adopt a whole system approach to addressing rough sleeping** with primary care, mental health, drug and alcohol services and adult social care all making more appropriate provision for the rough sleeper client group, informed by a client-centred understanding of their complex needs

Evaluation of process

- Participants were asked to rate their overall satisfaction with the Delivery and Impact Panel they attended with 1 being very dissatisfied and 5 being very satisfied. The average rating was 4.4, clearly indicating a high degree of satisfaction.
- Each panel provided a high level of support and challenge to participants who were asked to rate this, again with 1 being very dissatisfied, 5 being very satisfied. The average rating again was 4.4.
- Participants were asked whether their participation in the Delivery and Impact Panel had met their desired objectives. Eighty two per cent of respondents said it had and 16 per cent said it had partially met their objective. Only 2 per cent felt that the process had not met their desired objective.
- The questionnaire invited participants to rate the extent they feel more confident about their council delivering its rough sleeping plan going forward; 75 per cent of respondents stated they felt a lot or a bit more confident.
- Eighty eight per cent of participants stated they would recommend a panel to another council

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