

1. How many individual rough sleepers have been identified in your area during the calendar year 2019 (January to December)?

145 between January 1st and December 31st 2019

2. If known, how many individual rough sleepers have been identified in your area during the calendar years 2015, 2016, 2017 and 2018? Please provide an answer for any of those years for which you have data.

We cannot access this information in respect of calendar years. The information below relates to individual rough sleepers identified during financial years, as shown:

2018/9	158
2017/8	175
2016/7	240
2015/6	159

3. If available, how many of the rough sleepers identified during 2019 were found accommodation?

35

We have interpreted 'found accommodation' to mean offered, or assisted into secure housing (we have not included providing interventions which resulted in the applicant leaving the streets, but into insecure housing (such as staying with family or friends).

4. Please could you explain or link to what your authority does to identify rough sleepers and assist them to come off the streets.

Cambridge City Council takes a multi-agency approach to both identifying rough sleepers and helping them leave the streets. I have attached a 'pathways' map which maps the most common ways that we help individuals come off the streets.

Identifying rough sleepers

Rough sleepers are identified through a number of means:

- Via street shifts carried out by the Street Outreach Team (commissioned by Cambridge City Council and delivered by CGL) – three shifts per week (6-8am, 1-3pm, 6-8pm but flexible as required);
- Via street shifts carried out by other services (Jimmy's Assertive Outreach; Dual Diagnosis Street Partnership and so on);
- Via presentations to the council's Housing Advice Team;

- Via presentations to Jimmy's (assessment centre / direct access first-stage accommodation);
- Via presentations to Wintercomfort (day centre for single homeless people);
- Via a report from a member of public (either by email to the housing advice team, Street Outreach Team or other agency, or via Streetlink).

We collate data on InForm, a shared database which helps us to identify rough sleeping and homelessness trends and to share information between partner agencies.

Helping rough sleepers come off the streets

As per the attached pathways map, the process of helping someone off the streets involves intervention, accommodation and support. It also involves sustainment and prevention – it is as important to ensure that someone never returns to the street as it is to ensure that they leave the street in the first place. We have a wide variety of services to assist rough sleepers but these can be summarised as follows:

Statutory Housing Advice

We have a team of 13 housing advisers who assist rough sleepers and single homeless people (as well as couples and families) who approach our service. Where we owe a statutory duty, we will place individuals into temporary accommodation whilst we investigate their circumstances. As part of this process, advisers agree with all individuals a Personal Housing Plan, which lays out the steps that both council and individual should take to resolve their homelessness. Housing advisers work in partnership with other support providers to help individuals find and sustain accommodation.

Street-based intervention

We have a number of street-based services aimed at rough sleepers. These services work to build relationships with rough sleepers and encourage them to access the housing and support that is available to them. These services include (but are not limited to):

- The Cambridge Street Outreach Team, run by CGL – generalist assistance for rough sleepers;
- The Dual Diagnosis Street Partnership, run by CPFT (to be relaunched Winter/Spring 2020) – help for rough sleepers with both mental health and substance misuse issues;
- Jimmy's Assertive Outreach – an outreach worker who encourages individuals to access Jimmy's;

- Navigator service – an outreach worker who supports a small number of individuals with complex needs, helping them find their way through the network of services available.

We work with a number of non-commissioned services who provide informal support to people on the street – ensuring that their services encourage people to leave the street.

Traditional hostel pathway

The pathways map outlines the traditional route into accommodation. This comprises:

- First-stage accommodation: Jimmy's, or (in the winter months) the severe weather provision under SWEP and the Cambridge Churches Homeless Project;
- Second-stage accommodation: generalist hostels (e.g. The Victoria Project), specialist hostels (e.g. the Jubilee Project for ex-offenders) and youth provision (e.g. YMCA);
- Permanent accommodation: either through the private rented sector (with or without assistance from one of the council's incentive schemes) or into socially-rented accommodation (as part of this, we award priority for social housing to 40 hostel residents a year, through our HARP scheme).

Single Homelessness Service

The council launched its Single Homelessness Service in 2013 for individuals with low support needs whose primary need is housing. The service circumvents the need for the hostel system and helps individuals into privately-rented accommodation. The service runs in tandem with Townhall Lettings, the council's in-house social lettings agency. Since 2013, the service has helped over 770 individuals into accommodation, including over 570 arising from Cambridge City Council referrals.

Housing First

The council has launched Housing First for Cambridge, with an initial aim of procuring 37 self-contained units of accommodation over the next three years. The units of accommodation will be used to support individuals with complex support needs who have had a long-term history of rough sleeping. As a concept, Housing First puts a secure offer of housing at its foundation, along with an open-ended offer of support for tenants.

Sustainment

The council invests in a number of different services to help individuals sustain their tenancy:

- An in-house Tenancy Sustainment Service for City Council tenants;

- On-going support for all Townhall Lettings tenants;
- A new PRS tenancy sustainment service, aimed at assisting formerly-homeless individuals who have been placed in to privately rented accommodation.

Support and advice

Finally, the council supports and part-funds a number of services who support current and former rough sleepers at various stages of their journey. Services include:

- Wintercomfort – which provides welfare to current and former rough sleepers as well as employment and training opportunities, housing advice, counselling and so on;
- Cambridge Access Surgery – a specialist GP service for current and formerly homeless people;
- Street Aid – a new charitable fund administered by Cambridgeshire Community Foundation that provides grants to people who are looking to get off, or stay off the streets;
- Citizens Advice, Centre 33, CHS, Women's Aid – all of whom support current and former rough sleepers as part of their wider service.

The council is continuing to innovate in order to tackle rough sleeping and single homelessness. We are looking to launch new initiatives this year.

Further queries on this matter should be directed to foi@cambridge.gov.uk

Prevention goes a lot further upstream than this...

Sustainment continues long after support finishes...

Prevention

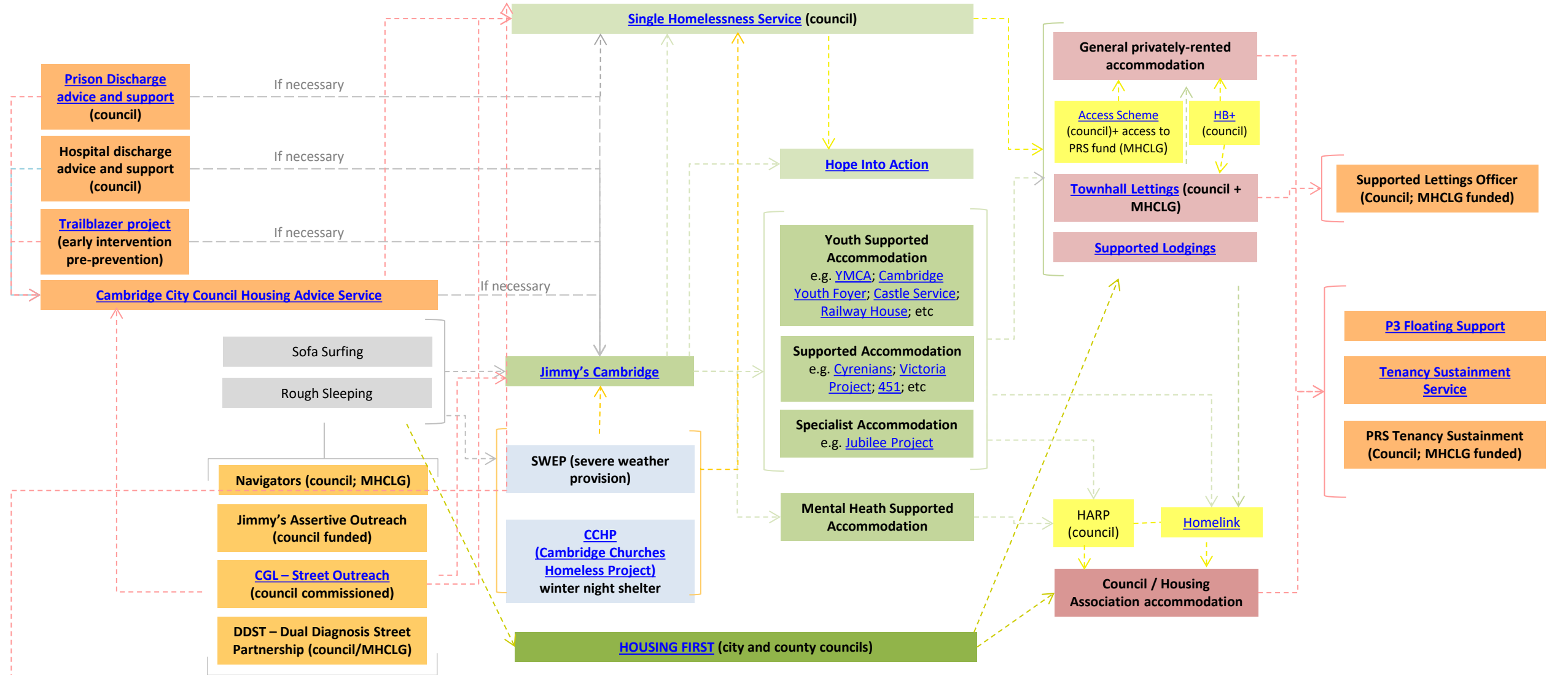
Intervention
experience and support

First stage
assessment and referral

Second Stage
specialist, supported
accommodation

Permanent accommodation
Access to mainstream housing

Sustainment



**Appendix One
Pathways Map
Cambridge City Council**
(NOTE: This is not exhaustive but gives an indication of the pathways in place in Cambridge and of the services involved)

(all independent – part funded by Council)