

Report of:	Cabinet Member for Health and Social Care
To:	Health and Social Care Overview and Scrutiny Committee
Date:	20 October 2015

Progress Report on Implementation: Homeless Health

Review Information

Date approved at City Council:	7 July 2015
Member who led the original review:	Councillor Susan Barnett
Lead Officer for the review:	Rose Kiely
Date progress last tracked:	

1. In approving this Review the City Council asked me, as the appropriate Cabinet Member for Health and Social Care, to report on progress towards these recommendations to this Overview and Scrutiny Committee.
2. Details of progress with the remaining recommendations are shown in Appendix 2.
3. Members are therefore asked to consider progress against the recommendations and give their view as to how progress is categorized for each.

Appendices

1	Scrutiny Office guidance on the tracking process
2	Recommendations you are tracking today
3	Recommendations tracked previously and concluded

For more information about this report, please contact

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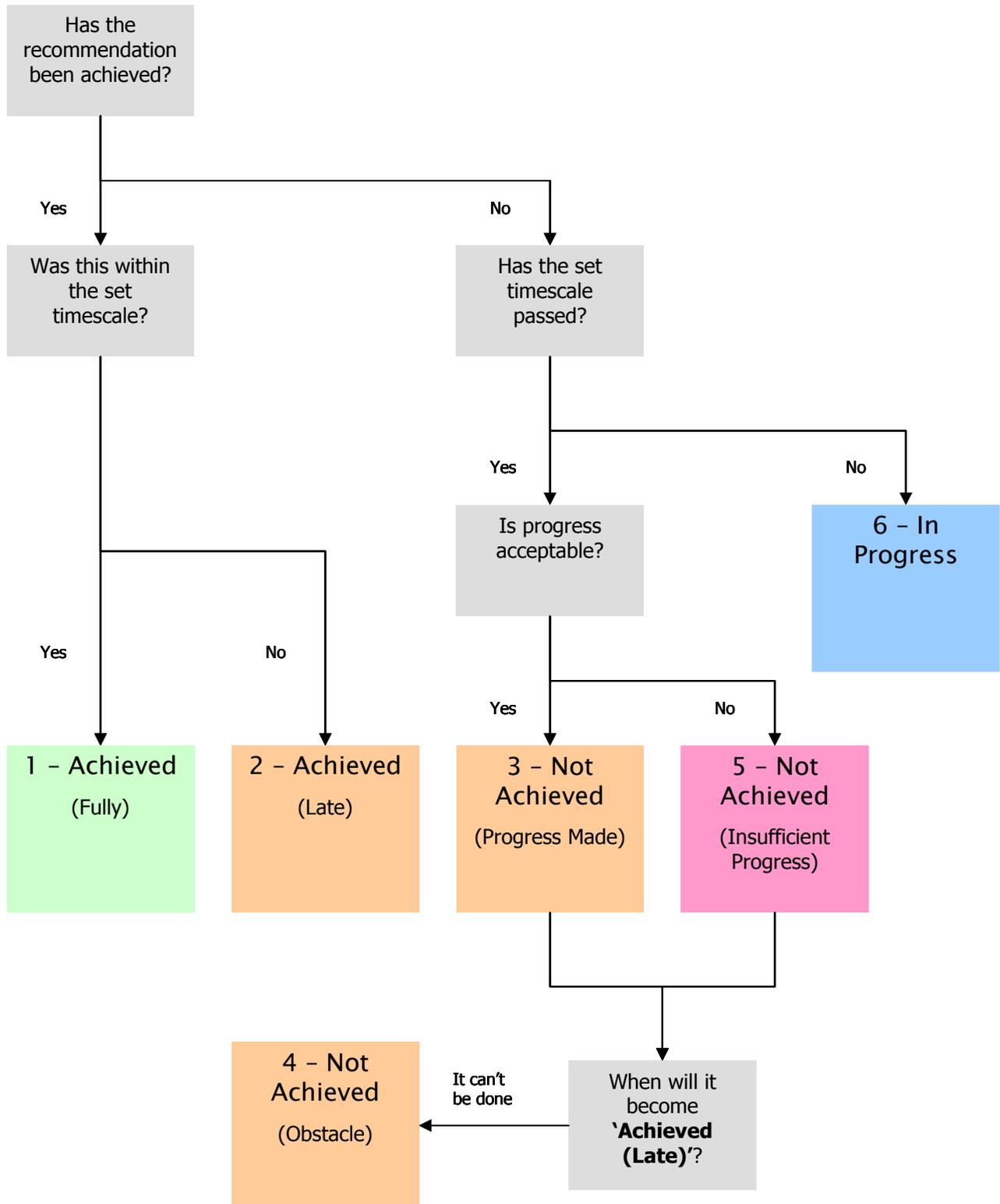
Appendix 1: The Tracking Process

In making its assessment, the Committee may wish to consider:

- What progress/ key actions have been made against each recommendation?
- Are these actions pertinent to the measures required in the recommendation?
- Have the actions been undertaken within the time scale allocated?
- Are there any matters in the recommendation where progress is outstanding?
- Is the Committee satisfied that sufficient progress has been made and that the recommendation has been achieved?

Category	Criteria
1: Achieved (Fully)	The evidence provided shows that the recommendation has been fully implemented within the timescale specified.
2: Achieved (Late)	The evidence provided shows that the recommendation has been fully implemented but not within the timescale specified.
3: Not Achieved (Progress Made)	The evidence provided shows that the recommendation has not been fully achieved, but there has been significant progress made towards full achievement. An anticipated date by which the recommendation is expected to become achieved must be advised.
4: Not Achieved (Obstacle)	The evidence provided shows that the recommendation has not been fully achieved, but all possible action has been taken. Outstanding actions are prevented by obstacles beyond the control of the Council (such as passage of enabling legislation).
5: Not Achieved (Insufficient Progress)	The evidence provided shows that the recommendation has not been fully achieved and there has been insufficient progress made towards full achievement. An anticipated date by which the recommendation is expected to become achieved must be advised.
6: In Progress	It is not appropriate to monitor achievement of the recommendation at this time because the timescale specified has not yet expired.

The Tracking Process



Appendix 2: Progress with Recommendations

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R01	That potential locations in the city centre be explored to find the most suitable venue which can be made available to be used as a central point where homeless people can go to access information, advice and support on accommodation, benefits (including accessing a computer to start the process of registering to make a claim) and be referred to available health services without needing to make an appointment or travel to one of the customer service centres.	Cabinet Member for Neighbourhood Management and Homes Cabinet Member for Health and Social Care as Chair of the Health and Wellbeing Board	30 September 2015 for final version of Welfare Specification and new service to start 1 April 2016. 31 July 2015 for remodelled Housing Advice Centre Options	6
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>The commissioning of a Welfare Service, to be located close to the city centre, to provide housing advice and basic welfare provision for single vulnerable people is on track. Stakeholder events have taken place with providers, citizens and partners and comments are being incorporated into the final specification for the service. The proposed timeline for the service will be that the tendering for the service will commence at the end of November and the contract will commence on 1 April 2016.</p> <p>In respect of wider advice and support services consultation is currently being undertaken for a report on advice services to be considered by Cabinet on 17 November 2015.</p>				
R02	That the three Birmingham Clinical Commissioning Groups should explore: <ol style="list-style-type: none"> 1. How they can make it easier for homeless people to register with a GP even if they are only temporarily residing in an area and have a permanent address elsewhere or have no permanent address. 2. How homeless people can be facilitated to maintain registration on a GP list once they have registered even if, due to the transient nature of their lifestyle, they subsequently move out of that area. 	Birmingham Cross City, Birmingham South Central and Sandwell and West Birmingham Clinical Commissioning Groups	31 March 2016 Health and Wellbeing Board Agenda 13 October 2015	6
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>A report was taken to the Health and Wellbeing Board on 30 September and the Board agreed the recommendations and committed their support to implementing the recommendations. CCGs to provide progress update.</p>				

R03	That the multi-agency working that is already starting to happen to tackle the housing and health problems of people sleeping rough in the city centre by connecting rough sleepers to local support and services is strengthened. Groups already in existence need to be reviewed to establish whether they are working together effectively with a view to building on the existing protocol and the work already being done by the StreetLink multi-agency working group, to ensure that relevant agencies are alerted before major regeneration work starts, to provide an opportunity to support homeless people squatting or sleeping rough in the area.	Cabinet Member for Neighbourhood Management and Homes Cabinet Member for Health and Social Care	31 October 2015	6
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Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

The introduction of the newly established Homeless Outreach Street Triage service has afforded the opportunity to strengthen the multi-agency working across the partnership. The HOST service initially provides targeted outreach service delivered by Birmingham City Council, Midland Heart and the Police but is designed to enable all partners to use the service to target their resources to deliver effective outreach at appropriate times to meet the needs of homeless people. A subsequent Tasking Meeting has also been established to consider the actions required to support the most entrenched and vulnerable homeless people. This meeting will enable the relevant sharing of key information including planning and development proposals to ensure that agencies are tasked to undertake key actions to meet need and resolves issues.

In order to co-ordinate and make the best use of voluntary and charity organisations who deliver outreach and food distribution, the council has established an accreditation scheme. The scheme will enable organisations to become accredited and receive advice and support on how to deliver effective and safe outreach services and to become a member of the Multi-Agency Partnership. This will support making the best use of all resources in meeting the needs of homeless people. The scheme is to be launched at an event on 8 October.

R04	That services should be commissioned in a joined up way wherever possible, specifically when commissioning services for people with a dual diagnosis of either: <ol style="list-style-type: none"> 1. mental health and substance misuse or 2. people with alcohol problems who also suffer from dementia, where there is currently a gap in service provision.	Cabinet Member for Health and Social Care	31 January 2016	6
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Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

A report was taken to the Health and Wellbeing Board on 30 September and the Board agreed the recommendations and committed their support to implementing the recommendations. CCGs to provide progress update

R05	That wherever possible services for homeless people should be designed to reach out to homeless groups who need them by moving away from a silo culture and exploring options for placing statutory services where homeless people already attend, such as the Homeless Health Exchange or SIFA Fireside, along the lines of the Inclusion Healthcare Social Enterprise Model	Cabinet Member for Health and Social Care Cabinet Member for Neighbourhood Management and Homes	31 October 2015	6 Recommendation linked to the new welfare service recommend new date for completion of 31 March 2016
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Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Commissioning of the Welfare Service will establish a single point of access for homeless people. Discussions are taking place with partners about co-location of statutory services or delivering surgeries/advice sessions within the centre to ensure services are available at the right time. Further discussions have also commenced with service providers regarding the development of outreach services to ensure that maximum opportunity is made of delivering the services at the point of engagement. The newly developed Homeless Outreach Street Triage service enables partners to undertake outreach in partnership.

R06	That a forum or other appropriate mechanism be established between HM Prison Birmingham and Birmingham City Council to facilitate more joined up working with prisons and the probation services to provide improved pathways between prison and the general community with a view to: <ol style="list-style-type: none"> 1. Linking prison healthcare provision better to wider community healthcare services on release from prison in particular for prisoners with serious mental health, drug and/or alcohol problems; 2. Supporting prisoners into appropriate accommodation before and after discharge from prison; 3. Prioritising appropriate accommodation for homeless women in contact with the criminal justice system. 4. Supporting prisoners to link into the benefit system before and after release from prison. 5. Providing/sharing information about services available in the community to facilitate improved pathways between prison and the general community. 	Cabinet Member for Health and Social Care Cabinet Member for Neighbourhood Management and Homes	31 March 2016	6
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Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Initial discussions have taken place with the Prison resettlement Team at Birmingham Prison. A further meeting has been set up with the Prison and partners from accommodations service, Public Health England and the Community Rehabilitation Company and National Probation to explore the offender pathway through prison and back into the community. This pathway will then be developed to ensure that offenders are released into the community with access to the appropriate services.

R07	That the Joint Commissioning Team should examine the feasibility of commissioning an emergency and/or out of hours specialist homeless primary care service for the city.	Cabinet Member for Health and Social Care Birmingham and Solihull Mental Health NHS Foundation Trust Cabinet Member for Neighbourhood Management and Homes	31 December 2015	6
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Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

A report was taken to the Health and Wellbeing Board on 30 September and the Board agreed the recommendations and committed their support to implementing the recommendations. CCGs to provide progress update

R08	That the best way to provide a direct line of communication between the City Council and people sleeping rough in the city centre who have a problem or a complaint, for example through advice surgeries in the city centre, be explored.	Cabinet Member for Neighbourhood Management and Homes	Already commenced Progress Update 31 October 2015	1
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Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Surgeries are currently taking place at Sifa on a monthly basis. BCC have made considerable effort to liaise with volunteer groups who come into direct contact with rough sleepers and to improve information sharing so that agencies can recommend that rough sleepers make contact with BCC. A review of the surgeries is currently taking place to consider other venues and times for the surgeries to be held, increasing the Members involved and to look at the areas of support that Members are best placed to support and challenge upon. This review will be completed by the end of December 2015.

R09	That an assessment of progress against the recommendations made in this report be presented to the Health and Social Care O&S Committee.	Cabinet Member for Neighbourhood Management and Homes	31 October 2015	
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Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Appendix ③: Concluded Recommendations

These recommendations have been tracked previously and concluded. They are presented here for information only.

Concluded

No.	Recommendation	Responsibility	Date Concluded by Overview and Scrutiny Committee	Tracking Assessment