

Report of:	Cabinet Member for Housing and Homes
To:	Housing and Homes Overview and Scrutiny Committee
Date:	12 December 2017

Progress Report on Implementation: Rough Sleeping & Prevention

Review Information

Date approved at City Council:	13 June 2017
Member who led the original review:	Councillor Victoria Quinn
Lead Officer for the review:	Benita Wishart, Overview & Scrutiny Manager
Date progress last tracked:	N/A

1. In approving this Review the City Council asked me, as the appropriate Cabinet Member, 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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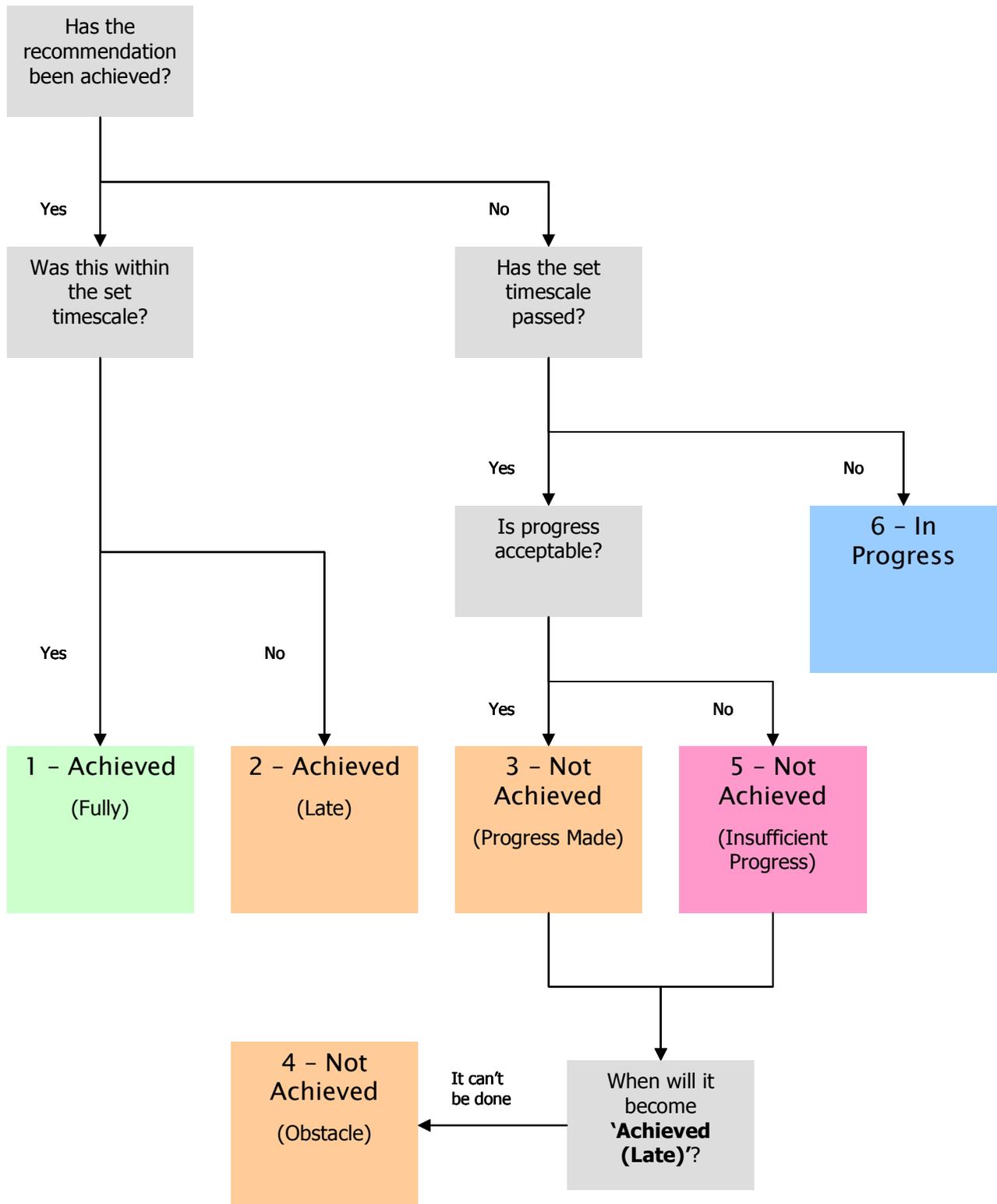
Appendix 1: The Tracking Process

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 the Cabinet Members with the strategic responsibilities for Children, Jobs and Skills, Health and Housing each individually assess their portfolios in terms of how they, their commissioned services and partner agencies can respond to homelessness prevention with a view to joint commissioning across directorates and partners in preparation for new duties arising under the Homelessness Reduction Act and that the Homelessness Strategy 2017-2022 is framed accordingly to identify clear linkages and accountabilities between all statutory, commissioned and third sector partners across these strategic priority areas in terms of their contributions to homelessness prevention.	Cabinet Member for Housing and Homes Leader Cabinet Member for Jobs and Skills; Cabinet Member for Children, Families and Schools; Cabinet Member for Health and Social Care; Cabinet Member for Transparency, Openness and Equality; Cabinet Member for Value for Money and Efficiency	December 2017	3
Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')				
<p>The draft strategy is due to be presented to Cabinet on the 12th December 2017 and then to City Council in January 2018. The detail and design of the strategy is cross cutting across the City Council Directorates and Cabinet Member portfolios.</p> <p>The action plan contained within the strategy sets out a series of systems actions required alongside the individual actions for each of the Pathway domains. Work will continue with Partners, Directorates and Cabinet Members in designing, developing and implementing the Pathway.</p> <p>The Homelessness Partnership Board which includes membership from BVSC, voluntary sector, housing providers, commissioned services, statutory agencies, BCC including the Children's Trust, WM Police, DWP, CCGs, Probation and CRC will continue to oversee the development of the Strategy and report into Housing Birmingham and the Health and Wellbeing Board.</p> <p>An assessment tool will be designed for agencies to measure excellence against the Pathway. Existing services will be mapped to understand the current position, gaps and good practice. This will inform investment and commissioning decisions across partner agencies. The intention is that this will help provide a level of consistency and competency across the different agencies in the City in responding to people that are homeless or at risk of becoming homeless.</p> <p>The draft code of guidance for local authorities with regards to the implementation of the Homelessness Reduction Act is currently out for consultation. Once the Code of Guidance has been implemented further briefings will be required for Cabinet Members.</p> <p>There is also the link across to the local offer for young people leaving care relating to the accommodation requirements of care leavers as part of the Children and Social Work Act 2017. Development work is currently in train to embed the Care Leavers Accommodation and Support Framework to assist with the local accommodation offer to young people leaving care.</p>				

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R02	That rough sleeping is made a central part of the homelessness strategy and thus the Homelessness Strategy 2017-22 is based upon the objective of no second night on the street.	Cabinet Member for Housing and Homes	December 2017	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Rough sleeping is a key part of the Homelessness Prevention Strategy and a key feature within the pathway development. As well as looking to implement a no second night out approach the work being developed as part of the homeless positive pathway is targeted at a no first night out principle as the strategy is rooted in prevention at the earliest possible stage.

The approach in supporting rough sleepers needs to be reviewed in light of new duties for local authorities explained within the Code of Guidance in respect of the need to ensure rough sleepers are fully aware and able to access housing options services to access prevention and crisis services. .

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R03	That the Homelessness Strategy 2017-22 introduces integrated, flexible and added value commissioning models involving all partners in the city with an involvement in homelessness relief and prevention (Clinical Commissioning Groups; Police; Home Office; Business Improvement Districts (BIDs); Department for Work and Pensions; Courts; Probation Services; and networks of volunteers) to include: payment by results transformation of accommodation services for rough sleepers; monthly contract monitoring and feedback mechanisms to evidence impact that can be publically published on a quarterly basis similar to the CHAIN report used by the Greater London Authority.	Cabinet Member for Housing and Homes	December 2017	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

The Prevention First model and report that was approved by Cabinet November 2017 sets out a new approach to commissioning against the homelessness positive pathway (Innovation Partnerships) which includes a partnership approach to integrate commissioning activity, co-design to deliver an innovative solution to tackling homelessness and meeting agreed outcomes.

However, in the first instance, all services that are commissioned need to be reviewed to ensure that they meet the requirements of the Homeless Reduction Act 2017 before its implementation and then commissioning longer term will be picked up as part of the Strategy implementation. This work will incorporate performance reporting required to provide a required overview of how we are tackling homelessness across the partnership.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R04	That in addition to monthly monitoring and feedback reports on homelessness prevention data collated by the Housing Options Centre, assessment of homelessness prevention is integrated into and shared across Benefit Advice Services, Neighbourhood Advice and Information Services (NAIS), Adult and Children's Social Care Services and taking steps to integrate data from CCGs and NHS Trusts.	Cabinet Member for Housing and Homes Cabinet Member for Children, Families and Schools Cabinet Member for Health and Social Care Deputy Leader (Benefits/NAIS)	December 2017	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

The Homelessness Partnership Board has given its commitment to tackling homelessness and the system review will include how we share relevant data and outcomes to inform the homelessness agenda and to use the data to continually improve and develop homelessness services. The performance data and key information will be a standing item on the agenda of the Board as well as being used to develop homelessness radar to be able to understand what is happening on the ground and for forward planning.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R05	To commit to a 'no wrong door' approach for the delivery of homelessness prevention and a no second night out objective for rough sleepers by integrating or at least contributing into a shared case management tool (such as the ICAT Intelligent Common Assessment Tool).	Cabinet Member for Housing and Homes Cabinet Member for Transparency, Openness and Equality	December 2017	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

The Homelessness Positive Pathway model is built upon a no wrong door ethos where there is holistic assessment of needs and quality handover between services without the need for clients to be moved from one service to another and having to repeat their story again.

Work has been undertaken looking at Think, Homelesslink Inform system and icat to develop shared case management tool but this has been put on hold as the Code of Guidance on the Homeless Reduction Act 2017 requires us to look at a more comprehensive system for tracking individuals who are homeless.

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No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R06	That partnership working to prevent homelessness and rough sleeping is strengthened through the creation of a clear functional map of all homelessness prevention and relief providers and assessors (commissioned and non, statutory and voluntary) within the city. This should be collectively updated on a regular basis.	Cabinet Member for Housing and Homes	August 2017	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')
<p>A Service directory and mapping of services in relation to rough sleeping has been developed and we are in development of a broader service mapping exercise as part of the whole system review to inform the development of the Homelessness Positive Pathway.</p> <p>Development of Streetlink Birmingham also enables us a further vehicle to promote and advertise the availability of services.</p> <p>All of this work needs to be reviewed against the Homeless Reduction Act 2017 to ensure clear understanding of all services available for the prevention of homelessness.</p>

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R07	<p>To improve the provision and relevance of emergency accommodation and services for rough sleepers and capacity for benchmarking best practice and driving payment by results through an annual audit reported to Scrutiny conducted with the involvement of former rough sleepers. To include issues such as:</p> <ul style="list-style-type: none"> • User satisfaction; • Provision for animals; • Couples; • No Recourse to Public Funds; • Substance misuse issues; • Advice provision and referral. 	Cabinet Member for Housing and Homes	December 2017	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')
<p>A commissioning review of all services both to determine their relevance against the Homelessness Positive Pathway and their effectiveness in meeting the requirements of the Homeless Reduction Act will be undertaken. The provision of emergency accommodation will form part of this review and also needs to be mindful of future changes required for the proposed changes to supported housing.</p>

Additional to the review will be the establishment of housing first provision following the successful bid to DCLG (awaiting meeting with DCLG re final settlement for the combined authority region). This will provide pre immediate access provision, a light touch supported approach for entrenched rough sleepers fearful of going into accommodation, a review of the Tabor House night shelter and options to incorporate modular housing into supply options for housing first models.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R08	To ensure that the network of homelessness prevention and relief providers in the city collate and regularly update information and contact details of all services including available to and required by any rough sleeper or individual facing homelessness in the city, presented as a user friendly (including graphics for non-English speakers) geographic map of services.	Cabinet Member for Housing and Homes	December 2017	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Communications plan linked to alternative giving scheme (Launch 8th December 2017) and the development of Street link Birmingham will include the establishment of a directory of local services.

In addition the list of services is being developed as part of the Universal Pathway domain will also ensure that partner's stakeholders and service users are fully aware of the range of services that are available for those that are homeless or at risk of becoming homeless.

As per the requirements of the Homeless Reduction Act a range of leaflets will be produced by April 2018. Partners from the Homelessness Partnership Board have offered input via their service user and experts by experience groups to comment on the drafts.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R09	That communications with citizens about street homelessness is improved. In particular, a positive message is needed setting out how citizens can contribute to the 'no second night out' objective. A focus on active campaigns in collaboration with statutory partners and BIDs on how citizens can best help the street homeless, report concerns and develop other active	Cabinet Member for Housing and Homes	December 2017	3

alternatives.

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Development and implementation of a regional alternative giving scheme to be piloted in Birmingham is to be in place in December 2017. This will include information and communication messages about why it is best not to give direct, myth-busting messages, information about services and regular updates on how donations have been spent and allocated.

A micro site with key information will also be developed and will operate alongside the Street Intervention Team website. E-bulletins for businesses will be regularly provided as part of the educate strand of activity.

The development of Streetlink Birmingham will also include options to provide pertinent Birmingham messaging and information about services.

In addition a meeting will take place with charities and volunteers to explore better ways of supporting the homeless of Birmingham in January.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R10	That a quarterly data dashboard on street homeless is developed and shared with all key partners. That information on individual cases is shared with partner agencies as required.	Cabinet Member for Housing and Homes	January 2018	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

Information on individuals through tasking as part of Street Intervention Team is discussed and shared with relevant partners. There is a need to review with new requirements around P1e which will include rough sleepers and collect more demographic and case level data than previously.

All sharing of case information and current information sharing agreements/protocols are to be reviewed against the requirements of the General Data Protection Regulation which will come into force on 25 May 2018 to determine how we can effectively share information across partnerships and protect the confidentiality of individuals.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R11	That an assessment of progress against the recommendations in this report be presented to the Housing and Homes O&S Committee.	Cabinet Member for Housing and Homes	December 2017	3

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

The landscape has now changed as a result of the Homeless Reduction Act requirements and the draft guidance for local authorities on the implementation of the Act.

Therefore on that basis the recommendations are being reviewed in light of the new requirements moving forward which provide more operational detail on what is to be expected from local authorities.

A significant amount of partnership work is underway across the City both in terms of the delivery of the Homelessness Prevention Strategy and preparation work for the implementation of the Homeless Reduction Act

which affects all Directorates and partner agencies.

No.	Recommendation	Responsibility	Original Date For Completion	Cabinet Member's Assessment
R12	That the City Council works with the West Midlands Combined Authority and the Elected Mayor's newly established homelessness taskforce to ensure that issues are picked up on a cross boundary basis.	Cabinet Member for Housing and Homes	December 2017	1

Evidence of Progress (and Anticipated Completion Date if 'Not Achieved')

BCC is represented on the regional taskforce at a Corporate Director level. BCC is informing the work of the task force due to the recognised work that Birmingham has done as part of its Homelessness Strategy and Positive Pathway. Regular updates are provided to the Cabinet Member, Partnership Board, regular meetings take place between the Chair of the Regional Task Force and senior officers within the Council.

There is a very clear synergy between the work of Taskforce regionally and the development of the BCC Strategy and pathway linkages to national picture. Birmingham has re-established the Homelessness Regional Homelessness Forum.

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