**CR Zero 2020 - Actions we need to implement to end chronic street homelessness in Croydon by 2020**

**Update at Jan 2018**

| **Barrier** | **Person/Organisation** | **What we want** | **By when** | **Action/Progress** |
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| **Policy and Influencing Group** | | | | |
| **Rough sleepers unable to attend appointments due to travel costs** | TFL | * Something like a rough sleeper freedom pass * Reduced cost travel * Supply of free bus passes |  |  |
| **People barred access to accommodation because they have a pet** | Supported Housing  Housing Associations  Croydon Council | * Change of practice to assess individuals on their individual needs and risks, and if the dog poses no risk, to accept people with them. |  | * Evolve’s hostels have a pet policy in place. |
| Metro Bank  Dogs trust | * Publicity and education through their work on dog welfare * Access to funds/good practice guidelines to support the implementation of the policy |  |  |
| **People staying hidden from services due to fear of an enforcement led approach** | Home Office | * Work with Outreach and CR Zero 2020 to implement a supportive approach, but with enforcement retained as an option if there are no possible support led interventions, and repatriation is the persons best option * To start with Council and police * To use existing structures/for a fora influencing/discussion? E.g. JAG/Safer Streets |  |  |
|  | Police | * Work with Outreach and CR Zero 2020 to implement a supportive approach |  |  |
| **Not having a clear understanding of a person’s full history leading to poor judgements by support services** | DCLG | * A system of person centred data collection and sharing- By name list. | Jan 2019 | * DCLG have been approached, and are considering this option |
| **Existing services not able to work effectively with long term, entrenched, complex rough sleepers** | CCG – Primary & Secondary Healthcare | * Review of their own working practices to identify any unnecessary barriers to working effectively with entrenched, complex, rough sleepers |  | * CR Zero 2020 Summit to be held 19 Jan to engage with key influencers |
| Probation | * Review of their own working practices to identify any unnecessary barriers to working effectively with entrenched, complex, rough sleepers |  | * CR Zero 2020 Summit to be held 19 Jan to engage with key influencers |
| DWP – Job Centre | * Review of their own working practices to identify any unnecessary barriers to working effectively with entrenched, complex, rough sleepers |  | * CR Zero 2020 Summit to be held 19 Jan to engage with key influencers |
| **Lack of resources for the introduction of new accommodation based or street based services** | Croydon Council | * Development of a local plan that includes ending chronic rough sleeping – No first Night Out | Mid July 2018 | * CR Zero 2020 Summit to be held 19 Jan to engage with key influencers |
| **Lack of political will** | Local MPs  Cllrs | * Their very public support for CR Zero 2020 | Mid April 2018 | * CR Zero 2020 Summit to be held 19 Jan to engage with key influencers |

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| **Group Two: Housing Access/supported Housing Group** | | | | |
| **Rough sleepers unable to get support due to having no acceptable ID** | Supported Housing | * Changes to referral assessment practices to allow acceptance on an assessment of someone’s likely recourse to public funds, and then a commitment to work with that person to secure the needed ID. |  |  |
| **Lack of one, centralised list of rough sleepers, shared by agencies in order to track their housing status** | All agencies and organisations working with rough sleepers | * One, by-name list used by agencies. | End June 2018 | * 2 day Action lab held with all agencies in December. * By Name List work plan in place |
| **Alcohol use baring people from being accepted, or being successful, in supported accommodation.**  **Drug and alcohol use significantly reducing chances of success within a hostel setting.** | Supported Housing | * Change of practice to assess individuals on their individual needs and risks, and if their drinking poses no risk, to accept them. * Improved support for people with drug and alcohol use within hostels. * Improved communication with Street Population regarding services available. * Less conditional support services – e.g. more 12 step and other support groups available and publicised. | Completed  End 2018  Sep 2018 | * Practise reviewed at Evolve - no one is excluded on the basis of their alcohol use. * Alcohol working group set up with other agencies and have met twice – only one Provider (Oasis Aquila Foyer) who has a no-alcohol policy. Rough sleepers are very unlikely to be referred to this service. So this action is complete. * Evolve reviewing drug and alcohol policies- next meeting re this 15/01/18. Deadline for draft will be communicated after this timeframe. * Narcotics Anonymous Meeting now in Croydon. * Possible recovery convention to be planned for the summer for the street population including statutory services and 12 step groups. To bring together TP and other groups (inc Plugs and Plugettes). * Possible leaflet from Street Population regarding all services available to them (building on lists already in place). |
| Croydon Council | * More opportunities for people who want to manage or reduce their problematic alcohol or drug use within the Hostel setting. | Tbc see council section | * In progress – several meetings with the council re looking at provision at Palmer House – possibly creating an abstinent floor or similar. |
| **Lesbian, Gay, Bi, Trans, Queer and Intersex (LGBTQI) people feeling unsafe in hostels, so unwilling to go into them** | Supported Housing | * Develop an awareness of LGBTI issues, and change their working practices as relevant * We need some data on the satisfaction levels of LGBTQI people across the hostels, compared to heterosexual and binary people, to establish the extent of any issue. * Team of LGBTQI customers across the provision to be put together to look at the issues and make recommendations to improve working practises. * Improvements to be implemented. | June 2018- December 2018 |  |
| **Hostels not working with couples** | Supported Housing | * Change of practice to assess couples on their specific needs and risks, and if their working poses no risk, to accept them. * Where appropriate, to adopt a flexible approach to housing and working with couples | End 2018 | * Council and Evolve working on this issues- see Council section. |
| **Women unable to access safe services** | Supported housing | * Hostel providers to review accommodation | January 2019 |  |
| **People less able to engage in support due social isolation, or distrust of services** | Third Sector | * The development of peer mentors for rough sleepers/Housing First | June 2018 | * Action already being taken across organisations * Initial action to research and collate good practice |
| **People with recourse to funds, but no local connection, not able to access Croydon accommodation services** | GLA | * A pan London, cross borough, void referral system |  | * GLA already considering this option. Evolve have supported with void data * St Mungos will be a managing pan-London clearing house utilising vacancies in hostels across the city * To keep on the agenda for regular updates |
| **Group Three: Council Group** | | | | |
| **Rough sleepers not accepted as having a local connection** | Croydon Council | * Accept Rough Sleeper Team contacts when assessing local connection * Possibly amnesty for current rough sleepers | End 2018 | This really needs some clarity. The issue has been explored and there are a number of answers:   * Where someone has no local connection anywhere, having no local connection to Croydon may not necessarily stop them from accessing accommodation * Where the rough sleeper has developed links with Croydon as a result of time on the streets, access to accommodation services may be considered on a case by case basis * For rough sleepers who are new to the streets with recourse but no local connection, the course of action would be to aim to reconnect them. Unless accommodation services were funded on a pan-London basis this will continue. |
| Hostels not working with couples | Croydon Council | * Research the feasibility of amending support contracts to facilitate SP funded services working with couples. | End 2018 | * This is feasible. Initial meeting with Evolve led to agreement to deliver a pilot for couples with a long-standing relationship with Evolve and Thamesreach, delivered at Alexandra House. * The barrier may not be removed by changing the way services are delivered. The perception of what help is available may be a significant barrier. |
| **Existing services not able to work effectively with long term, entrenched, complex rough sleepers** | Croydon Council | * The development of a rough sleeping and homelessness forum | March 2018 | * One of the top three priorities, but this work has not progressed due to limited capacity. * Could link to Action lab work which needs cross provider representation? * Volunteer input to frame this, provide impetus and challenge would be beneficial. |
| **Lack of resources for the introduction of new accommodation based or street based services** | Croydon Council | * Ring-fencing of s106 monies for housing/homelessness activities **and access to funding through the community infrastructure levy** |  | * Not progressed, although there may be opportunity to access s106 money set against specific themes (e.g. health) by taking a business demonstrating cost/benefit and links to council priorities case to the infrastructure board if a specific project can be defined. |

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| **Group Four: Housing First Group** | | | | | | | | | |
| **No provision for complex rough sleepers over 65** | | | Croydon Council | * Research the level of need and feasibility of commissioning services   Next steps;  Data from connections week 2017  Data from existing services + outreach team  Scope need  Identify need for social care  Identify pathway | | March 2018  May 2018 | | * Thames Reach already have an Older Person’s Advocate who specialises in working with older rough sleepers with entrenched needs anywhere in London and will work with individuals identified in the survey. | |
| **Existing services not able to work effectively with long term, entrenched, complex rough sleepers** | | | DCLG | * Support for the development of a Housing First based service * Removal of ‘conditionality’ from existing accommodation services | |  | | * DCLG have already shown interest in CR Zero 2020 and it’s aims | |
| **Existing services not able to work effectively with long term, entrenched, complex rough sleepers** | | | Croydon Council | * Development of a Housing First service * Removal of arbitrary ‘length of stay’ rules   Next steps;  Action plan for HF pilot  Identify target number + type of units required  LB Croydon to identify land for development  Evolve development to go ahead  Secure PRS units  Develop service spec (for support) and pathway | | Dec 2018  June 2018 | | * Action to follow up with council group * Evolve developed proposed model for HF service in borough | |
| **Lack of resources for the introduction of new accommodation based or street based services** | | | Cabinet Office | * Changes to SIBs to make them viable for Housing First services – access to funding | |  | |  | |
| **Lack of resources for the introduction of new accommodation based or street based services** | | | Housing Associations  Private Developers | * Units of accommodation for Housing First | | Dec 2018 | | * Evolve to update Solutions Group on roundtable event * Evolve development plan – containing HF units * Evolve developing relationship with property developers * Croydon plan for HF pilot | |
| **Lack of resources for the introduction of new accommodation based or street based services** | | | Gavin Barwell | * To use his influence with Private Developers and Housing Association to help us secure units | |  | |  | |
| **Health Group** | | | | | | | |
| **People with duel diagnosis being unable to access support for either** | Croydon CCG  Public Health Croydon | | | * Changes to working practices to enable dual diagnosis support * Development of dual diagnosis service | | **Action:**   * To facilitate meeting with Turning Point (TP) and SLAM * 2 focus groups to be facilitated with Healthwatch to gain people’s experience of accessing health services and 1:1 survey’s to be completed. * To meet with mental health commissioner   **Update:**   * TP and SLAM have set up a joint clinic to review people with co-occurring mental health and substance use – will run every 3 weeks – alternating between TP and SLAM. * Crisis met with TP outreach manager and deputy clinical lead – TP to share key names of dual diagnosis leads in SLAM with Crisis and invite to dual diagnosis lead meeting.   **Update:**   * Meeting with MH Commissioner taken place (Neil Turney)– he is liaising with public health to invite Crisis to drug and alcohol steering group. | |
| **People not able to access, or concerned over accessing, generalist GP services** | Croydon CCG  Public Health Croydon | | | * Work with GPs to increase their understanding of complex rough sleepers and their needs * Development of primary healthcare street outreach | | * Already pan-London homelessness health service – card to show A&E/GP, training for practice staff. Feedback is that this is being offered to people * Croydon based homeless health team on site at Crisis Skylight 3 days per week * PHCT based at Rainbow centre, the Well and Crisis Skylight access rough sleepers and refer on to GPs * Feedback from rough sleepers accessing Crisis is that they do have access to GPs * Feedback received from rough sleeper about the poor quality of GP services * Walk in arrangements to access emergency GP service have changed – now have to phone to be triaged before attending walk in centre. * Creative café held at Crisis with Healthwatch and commissioners for members to feedback their opinions on NHS services. Now have links with Healthwatch and ways to feedback experience of NHS.   **Action**   * To ensure that partners have the accessing GP services for homeless people cards.   **Update:**   * New cards have been received at Crisis and will be distributed ASAP   **Action:**   * To carry out a survey and run focus groups to check that people are aware of the health card, explore barriers to accessing GP, quality of GP services and impact of changes to walk in centres (alongside with surveying on mental health access – see below) * Focus group to be run in conjunction with Healthwatch as a way to feedback through NHS processes * To use outcomes of the survey e.g. representation to Health Watch, PALS and discussion with CCG.   **Update:**   * Focus groups and surveys being run w/c 8/1 | |
| **Existing services not able to work effectively with long term, entrenched, complex rough sleepers** | TurningPoint | | | * Review of their own working practices to identify any unnecessary barriers to working effectively with entrenched, complex, rough sleepers | | **Action**:   * To open discussion with TP on working practice/barriers and solutions.   **Update**:   * TP – outreach team of 3 now in place and carrying out outreach shift weekly, focus the long-term/entrenched rough sleepers, also nurse based at CUH to work with long term drinkers. * TP drop-in now taking place at Crisis Skylight on Thursday AM – to tie in with Croydon Reach drop-in and on-site PHCT clinic * Joint meeting held with TP and Crisis to discuss joint-working - TP to ensure Crisis are included on relevant meetings in the borough around substance use.   **Action**:   * TP to look at running Hep B/BBV testing at Crisis, offer space for appointments as alternative to Lantern Hall and for Crisis to be included in aftercare plans (activities after detox/rehab)   **Update:**   * To follow up as no further progress to date | |
| **Existing services not able to work effectively with long term, entrenched, complex rough sleepers** | SLaM | | | * Review of their own working practices to identify any unnecessary barriers to working effectively with entrenched, complex, rough sleepers | | **Actions:**   * To map SLaM service available in other boroughs and resources available to homeless population elsewhere * To seek feedback from services and people with lived experience of homelessness on their experience of the MH services. * To meet with Head of Pathways SLaM to clarify the teams in place, roles, access and outcomes expected. To discuss issues/feedback from stakeholders including people with lived experience. To discuss ways of better sharing information between services. * To approach ‘Hear Us’ about ensuring representation here from people with lived experience of homelessness * To approach ‘Mental Health and Wellbeing Forum’ to have slot at next forum to discuss experiences of MH services amongst voluntary sector * To carry out a survey and run focus groups to gain people’s opinions about accessing mental health services (in-conjunction with survey detailed above). * To recruit volunteers to support with survey, focus group and other tasks as part of the group. * Crisis to meet with mental health commissioner – Neil Turney.   **Update:**   * SLAM services mapped – route into secondary mental health care is through referral from GP which will then go to assessment and liaison team for initial assessment – lack of understanding about homeless population in this team/high thresholds in this team to take anyone on – often people referred back to GP. * Volunteers from Healthwatch and CR02020 supporting with surveys and focus groups. * Meeting with MH Commissioner has taken place and have opened up opportunity to feedback problems with accessing mental health services in the borough. | |