

MAKING THE MOST OF OUR  
INITIATIVE  
NO SECOND NIGHT OUT (NSNO) –  
AN INTRODUCTION

**Paul Anderson – Policy Manager**  
**Homeless Link**

**[Paul.Anderson@homelesslink.org.uk](mailto:Paul.Anderson@homelesslink.org.uk)**



# WHAT IS HOMELESS LINK

**Homeless Link is the only national charity supporting people and organisations working directly with homeless people in England.**

**We represent homelessness organisations among local, regional and national government.**

**As the national collaborative hub for information and debate on homelessness, we seek to improve services for homeless people and to advocate policy change.**

**Through this work, we aim to end homelessness in England**

**550 Members nationwide. 130 in London**



# ROUGH SLEEPING IN LONDON

## A LITTLE BIT OF BACKGROUND

**Pre-early 1990's**

**Cardboard City and provision for Rough Sleepers appalling**

**1990 Rough Sleepers Initiative:**

**Clearing House Accommodation**

**Hostels Refurbished**

**Outreach Teams**

**Quick Access Winter Shelters**

**1997 – Rough Sleepers Unit**

**Wrap-around approach aimed at most entrenched rough sleepers**

**London only part of the country not to achieve two-thirds reduction in 3 years**

# A LITTLE BIT OF BACKGROUND

**2006 – Homeless Link publishes from “Vision to Action” calling on politicians to end rough sleeping in London by 2012**

**2007 – Ken Livingstone’s (then Mayor of London) Housing Strategy published**

**2008 – Mayoral Election**

**2008 – London Delivery Board (LDB) and Homelessness Round Table (HRT) set-up (9 boroughs) to make ending rough sleeping a practical reality. The LDB was an attempt to get key decision-makers around a table to make it happen**

# LONDON DELIVERY BOARD



## Membership included:

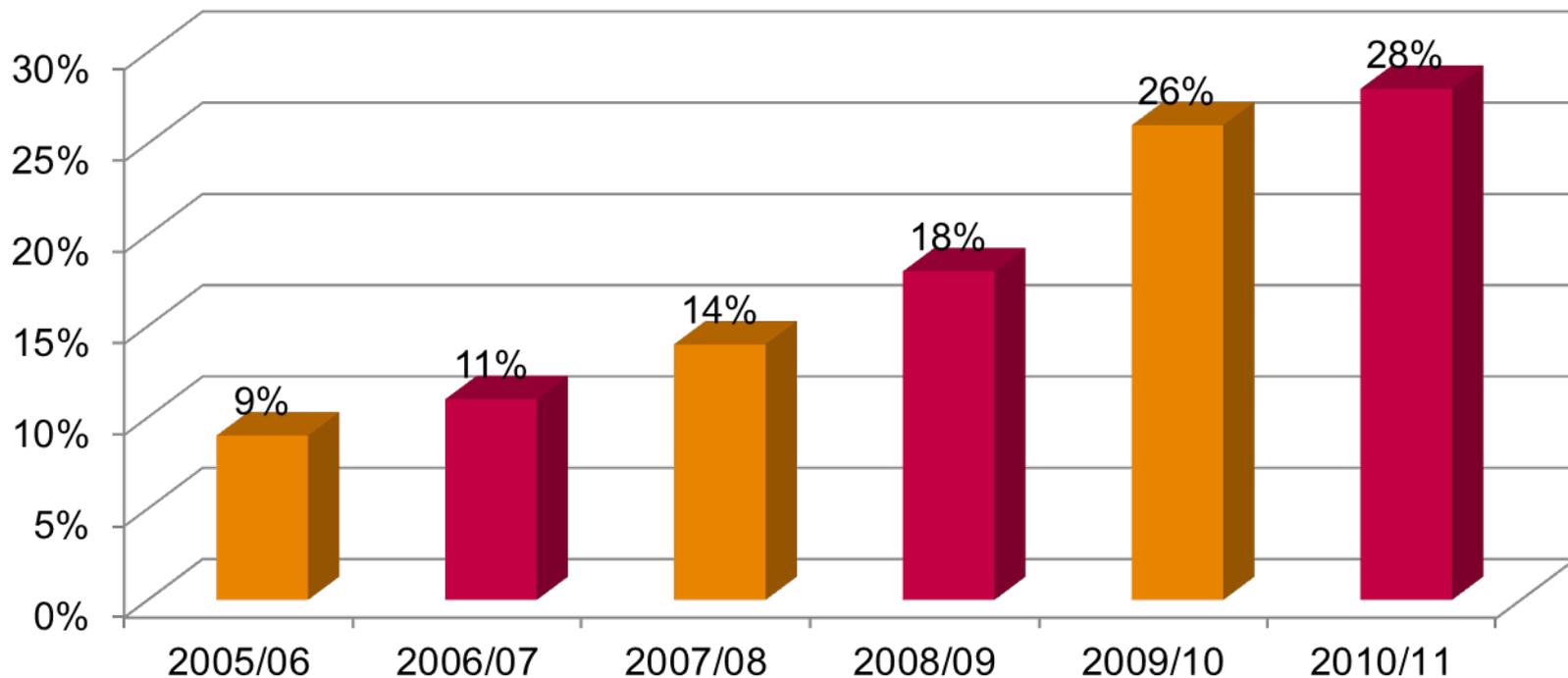
- Deputy Mayor of London(Chair)
- Greater London Authority
- Department for Communities and Local Government
- 4 Voluntary sector Agencies
- London Local Authorities with highest numbers of rough sleepers
- NHS London
- Probation
- UKBA
- DWP
- Metropolitan Police

# Understanding Rough Sleeping in London - Stock, Flow, Returner

- **Stock** – people who have been on the streets for more than a year (1413 in 2012-13)
- **Returner** – people who have got off the streets but returned more than a year later (671 in '12-13)
- **Flow** – New people to the streets (4353 in '12-13)

In London there have been initiatives around all of these groups led by the LDB and HRT.

# THE GROWING ISSUE OF CEE MIGRANT ROUGH SLEEPING IN LONDON



# A LITTLE BIT OF HISTORY – What does ending rough sleeping mean

- Definition agreed amongst homelessness agencies on the HRT in 2010 and then by the London Delivery Board

“(By the end of 2012) no one will live on the streets of London, and *no individual arriving on the streets will spend a second night out*”

In 2011 NSNO was launched to fulfill **this part** of the definition

# The Launch of NSNO



**Launched 1 April 2011 as a pilot project**

**Covered 10 Central London boroughs - including Westminster which is estimated to have 100+ rough sleepers every night**

**About 80-90% of new rough sleepers are traditionally seen in those boroughs (roughly 50 people a week)**

**Aimed at ensuring those who find themselves sleeping rough in these boroughs need not spend a second night on the streets**

**Rolled out to the rest of London June 2012**



# Structure of NSNO

- **24 hour telephone rough sleeping referral line and website, to support public reporting of rough sleepers.**
- **Partnership with, and expansion of, Outreach Teams - rapid response**
- **Dedicated 24 hour assessment hub facility – not accommodation (place of action). Intended 72 hour limit on stay**

# Structure of NSNO

- **Clients assessed within an hour of arriving at the Hub**
- **Partnerships to make these assessments effective (especially mental health)**
- **Offer made to (virtually) all clients. Reconnection or/and accommodation. People are not just left to wait on the streets until “something comes up”**
- **Follow-up work to check whether the accommodation/reconnection solution has lasted**

# Why NSNO is a “step change” in the way we work with rough sleepers

**Changes the way all commissioned Outreach Services respond to those who arrive new to rough sleeping on the streets:**

- **Rapid response within 24 hours**
- **Single Service Offer for new rough sleepers BASED UPON WHAT THE BEST OPTION FOR A CLIENT IS (controversial)**

# Highlights from the last year (2012-13) of NSNO

- **2155 new rough sleepers were referred to the NSNO hub**
- **1267 of the 2215 (57%) had a positive departure from the hub (main ones were B&B, hostel, return to home country, temporary accommodation, family, friends, previous home and supported housing)**
- **413 (19%) abandoned the hub.**
- **693 (22%) left with a single service offer**
- **Remaining 2% were still be worked with**

# Highlights from the last year of NSNO

- Of the people who were reconnected, 56% were reconnected to within London, 13% elsewhere in UK, and 31% outside the UK (figures from earlier on)
- Existing data shows that many reconnections made by the hub had been sustained for at least three months,
- Only 17% of people who have been through NSNO were seen rough sleeping again (including those who abandoned or left with a single service offer)

# Highlights the last year of NSNO

## SUPPORT NEEDS (WHERE KNOWN)

- Alcohol 644 (34%)
- Drugs 538 (24%)
- Mental Health 929 (43%)

Some clients obviously are in more than one category

One the whole - the most difficult to accommodate have been those with support needs which do not meet local “Priority Need” thresholds

# Highlights from the last year



How many of NSNO clients in the 18 month period came from Scotland “thinking the streets were paved with gold?”

Aberdeen 1

Argyll and Bute 1

East Dunbartonshire 1

Edinburgh 4

Fife 1

Glasgow 6

Highland 3

Moray 1

Perth and Kinross 1

Renfrewshire 3

Scotland (n/k which council 1)

**TOTAL – 23 ( 1% of all new rough sleepers)**

# NSNO v Non-NSNO

- **There were 4188 new Rough Sleepers (“Flow”) in this period**
- **2155 went to the NSNO Assessment Hub (51%)**
- **1901 refused to go (45%)**
- **132 (3%) were not offered it as the Outreach Teams thought they could better work with them outside NSNO**

**“People attending the NSNO hub are over twice as likely to have a positive move on into accommodation or reconnection”**

# Why Does NSNO Work

- **The single service offer and clear message**
- **24 hour access and lack of bureaucracy for outreach workers**
- **Buy-in to the project; quick outreach response**
- **A focus on rapid assessment and reconnection – it's not a night shelter**
- **The provision of advocacy, mainly with local authority Housing Options teams**

# Why Does NSNO Work

- **Successful partnership with the Outreach Service**
- **Information about NSNO and work in different languages**
- **The telephone referral line (resulting in a number of eligible people being offered NSNO through referrals from self and public)**
- **The dedication of the people in the hub – both staff and volunteers (same service at 2.00 a.m. as 2.00 p.m.)**

# NSNO – The Future

- **Mayor of London has committed to fund until 2015**
- **Second and third hub open in different parts of London**
- **Numbers of rough sleepers have increased in London because:**
  - a) **There are probably more rough sleepers (recession, benefit changes, public sector squeeze, demand on services, increase in private sector rents etc)**
  - b) **Outreach coverage is much better and we are getting to people quicker**

**But 83% of people going through NSNO are not seen rough sleeping again in London**

# NSNO – The Future



- **Pilot has been seen as a success and the principles have been endorsed by Central Government in their document “No Second Night Out. Vision To End Rough Sleeping”**
- **£20 million Homelessness Transition Fund to help spread the lessons from NSNO**
- **NSNO Standard has been adopted or is being adopted in other parts of the country.**
- **HTF funded Liverpool NSNO hub -396 referrals in first 6 months. None spent a second night out or returned to rough sleeping.**

# NSNO – The Future



National Rough Sleeping Reporting Service was launched 11<sup>th</sup>  
December 2012



Lead contact in every local authority.

Public can report by:

Telephone hotline - 0300 500 0914

Reporting website - <http://streetlink.org.uk/>

App - <https://itunes.apple.com/app/streetlink/id587543230>

Street Link will then pass details onto the council concerned.

# NSNO – Challenges & Questions



- 1) Increasing diversion between the cost of renting in the private rented sector and LHA rates**
- 2) The “localisation” of Community Care Grants and Crisis Loans**
- 3) How will interim staging-post accommodation work under Universal Credit**
- 4) How do you balance the single-offer message with helping those who do not accept it?**
- 5) Does it move homelessness solutions “downstream” when we should be focused on prevention?**

# Some other initiatives aimed at non-new rough sleepers



1. 205
2. No-One Living On The Streets
3. Evictions and Abandonment Reduction
4. London Reconnections Service

# More Information:



- **No Second Night Out Website & Twitter**

<http://www.nosecondnightout.org.uk/> & **NoSecondNightOut**  
**@NoSecondNight**

- **DCLG Policy Document on No Second Night Out**

<http://communities.gov.uk/publications/housing/visionendroughsleeping>

- **No Second Night Out Merseyside**

<http://www.whitechapelcentre.co.uk/no-second-night-out.html>

- **Homeless Link's Website (covers both London and national NSNO)**

<http://homeless.org.uk/effective-action/NSNO-daycentres>