

Supporting Rough Sleepers this Winter in Brent – Information Event

Minutes 12 Dec 22

Time	Item	Actions
11:00 – 11:10	<p><u>Introduction</u></p> <p>Francesca invited attendees to introduce themselves.</p>	
11:10 – 11:25	<p><u>Streetlink Presentation:</u></p> <p>Slideshow presented to group by Marie and Holly explaining Streetlink services and referral process.</p> <p>Q&A:</p> <ul style="list-style-type: none"> • Should you re-refer people if they are not picked up? <i>Yes, Streetlink will send you feedback advising whether the rough sleeper was picked up or not. If they advise the person was not found, you should send another referral.</i> • Is consent needed from the rough sleeper to refer them? <i>No, you do not need consent to make a referral but it will be up to the rough sleeper to decide whether they want to engage after being seen by the outreach team. If you do speak to them, please get as many details as possible of their location in order to help the outreach teams locate them.</i> 	Holly to circulate slides along with minutes.
11:25 – 11:40	<p><u>St Mungo’s Presentation:</u></p> <p>Ryan explained that all Streetlink referrals go to both the relevant local outreach team and the Pan-London Rapid Response team. Rapid Response team chase referrals and verify rough sleepers on CHAIN (London-only database of rough sleepers). Being verified on CHAIN allows rough sleepers to access specifically funded assistance</p> <p>Either team will find the rough sleeper, then see if there is anything immediate they can do to get them off the streets eg call children’s services if person is under 18, emergency services if person is severely unwell or the police if person has experienced crime.</p> <p>SWEP has been activated now too. It is activated when temperatures drop below 0°C. When activated, outreach</p>	

teams go out every night (Rapid Response team is always out every night, St Mungo's are usually out 5 nights per week). During SWEP, there is additional accommodation for rough sleepers: Brent has 15 bedspaces in Harlesden, 2 in St Mungo's assessment hub, potentially 10 more safe seats in Pound Lane. If spaces are full or Brent is unsafe for a rough sleeper, they are referred into Pan-London.

Local outreach services also provide ongoing support via case management. Rapid Response team prioritises self-referrers and usually finds people within 4 hours of their contact. Third-party referrals are usually seen within 24 hours.

SWEP inbox is run by the council (SWEP@brent.gov.uk), non-outreach Brent services can refer into this but cannot refer into Pan-London. Only people who are CHAIN verified can be referred into Pan-London provision.

Ryan emphasised the need to manage people's expectations – placement currently unlikely to be a hotel, can be a shared room. It would be helpful if services can support people with cost of travel to bedspace. Harlesden beds are now open for 24 hours allowing easier access.

Q&A:

- Can anyone refer directly to local authority SWEP inbox for rough sleepers? Wandsworth borough used as an example.

Ryan advised It varies by borough. Holly advised Wandsworth Council have a rough sleeper team inbox and generally will accommodate anyone who approaches under SWEP but is also CHAIN verified.

- What about people who move around a lot or aren't bedded down as we work with a lot of young people who are new to rough sleeping and don't stay in one place/might stay in hostels?

Can't refer in to Streetlink but recommend them to stay with people they know whilst they access support if possible. We don't encourage people to rough sleep with the purpose of being picked up by outreach services as this could put them at more risk.

- Can people who are rough sleeping self-refer to SWEP inbox?

	<p><i>No, this is for services only. People should self-refer to Streetlink and/or to the specific service they want to receive support from.</i></p> <ul style="list-style-type: none"> • Can we refer patients who are currently in hospital but will be rough sleeping upon discharge? <i>Yes, refer them and high-risk people will be prioritised.</i> • What if the patients are not high risk? <i>Still refer them as they probably won't be prioritised by the council for SWEP accommodation. People can be verified whilst sat in Northwick Park A&E and in hospital car parks.</i> 	
<p>11:40 – 11:55</p>	<p><u>Winter Shelter:</u></p> <p>Glaiza explained the first winter shelter was led by Brent Multi-Faith Form in 2019 with alternating faith venues each night. In 2020, due to COVID, the men would stay in one church. There was motivation to have a static venue this year however they were unable to pursue this. Almost all faith venues from previous years have come forwards to offer their venue again, one more venue for Tuesday nights is currently needed.</p> <p>It is a multi-agency effort providing a safe space during the night but not day provision. All people will need to be eligible for move-on assistance. 15 spaces available, people may be moved on and others can take their place.</p> <p>Rumi's Cave will have space in the day – new centre in Harlesden will hopefully open in mid-January as a warm space. They will offer complimentary breakfast to all who approach. Shelter referrals will be assessed on a first come, first served basis.</p> <p>Q&A:</p> <ul style="list-style-type: none"> • How is the referral process? <i>Outreach services will be able to refer people in and they will have a waiting list so that any spaces that are made available are quickly filled.</i> • Why are women not allowed? <i>The venues don't have the capacity to have separate spaces for men and women so risk issues arise from having all people in the same space. SWEP and local outreach support is available for all genders.</i> 	<p>Glaiza, Francesca and Robert to discuss possible final venue</p>

	<ul style="list-style-type: none"> • I thought that the organisers were providing volunteers, not that it was up to each faith venue to provide their own volunteers? <i>It will be a mix of both, people in each faith community often offer to volunteer.</i> • Is the Pakistan Community Centre hosting a shelter this year as their previous one went well? <i>Yes they will be one of the hosts for this year's winter shelter.</i> 	
11:55 – 12:00	<u>Break</u>	
12:00 – 12:15	<p><u>Crisis @ Christmas Presentation:</u></p> <p>Katie and Johnny advised they haven't been able to run day centres fully in recent years due to COVID but this year they will be open 24-28th Dec. Closest one is Notting Hill, others are in Camden, Hackney and Bermondsey. Information on day centres available at: www.crisis.org.uk/joinuslondon. They are open access for anyone (no referral needed). 1 hot meal per day including Christmas dinner as well as continental breakfast and snacks. There will be activities and entertainment including trips and a football tournament. Healthcare and eyecare services will be available on some days. Advice and outreach workers will also be present.</p> <p>3 hotels open from 20th Dec: two close on 5th Jan and one is extended to 26th Jan. 250 beds in Westminster, 50 in Greenwich (Women only), 140 in Docklands (extended hotel). Will be working with other services to provide welfare, employment and immigration advice.</p> <p>Referrals come through outreach teams to cereferrals@crisis.org.uk. People who are not being seen by outreach teams also have a route in via direct referral by Streetlink. Referrals will probably be open until 20th December but they have already had 350 referrals in and will operate a waiting list. It is a pan-London service.</p> <p>Q&A:</p> <ul style="list-style-type: none"> • If Streetlink verify them will they go into hotel accommodation regardless of their needs? <i>Trying to accommodate people with support needs. Rather than saying someone's support needs are too high, they</i> 	

	<p>want to identify how to support them whilst keeping them and the others rough sleepers safe.</p> <ul style="list-style-type: none"> • Please explain the women’s provision? <i>Aimed for women in dangerous situations eg people fleeing DA. They are working in partnership with specialist services eg Refuge and Beyond the Streets to ensure the women will get relevant advice. Caseworkers will also be there to provide ongoing support.</i> • Are there any requirements/criteria for referral? <i>Main requirement is that they are rough sleeping, they don’t need to have eligible immigration status. Cannot accommodate anyone under 18 or with a history of arson.</i> • Are you still looking for volunteers, how do we get involved? <i>Yes, especially in hotel which is extended through January as many people volunteer whilst they are off work during Christmas period, fewer people able to volunteer when they return to work. Available roles advertised online at: Roles > My Crisis Volunteering</i> • If Streetlink are taking a long time to pick up rough sleepers, would this delay referrals? <i>Streetlink are not an outreach service, they refer people to outreach services who should pick up people in 1-3 days as there are currently daily outreach shifts.</i> • In what scenarios would we use the referral email address? <i>For enquiries about referrals you have already submitted or for general enquiries if you are not an outreach worker.</i> 	
12:15 – 12:30	<p><u>Open Discussion:</u></p> <p>Francesca offered for Brent Health Matters to go and speak with members at Crisis at Christmas.</p> <p>Warm Spaces – Map of current warm spaces</p>	Jonathan to speak to Francesca and link Brent Health Matters with Crisis at Christmas