In ROUND ONE we awarded £8,039,312 to 41 projects of which £3,672,724 was spent in the first year an average of £89,598 per project.

We wanted to help 10,156 people but projects went 20% further and supported 12,235 people.

- 7% were long term rough sleepers*
- 31% had been on the streets for less than 6 months*
- 32% were helped before they spent a second night sleeping rough*
- 14% were helped before they slept rough at all*
- 94% were still in services or living independently at the end of the first year.*
A YEAR OF TRANSITION

A showcase of some of the first projects funded by the Homelessness Transition Fund and their impact towards ending rough sleeping

FUNDING INNOVATION

If you work for a local agency tackling homelessness, it’s a challenging time. Many professionals are faced with increasingly difficult decisions about their approach to tackling homelessness.

How can you, with fewer resources, meet local needs while demonstrating value for money and social impact? How can you commission the most effective services? How can you reduce repeat homelessness and improve people’s chances of living independently? How can people be assessed better and faster and help targeted at those most in need?

Over the next eight pages we share findings from the first year Homelessness Transition Fund, which provides grants to front-line voluntary sector service providers.

Designed to seek out and support effective and economical approaches to preventing and tackling rough sleeping, the Fund was launched in 2011 as a core part of the Government’s rough sleeping strategy. This is a review of six of the first projects, looking at their goals and what they have achieved.

FUNDING VISION

Launched in 2011, as part of the Government’s strategy ‘No Second Night Out Nationwide’, the fund aims to help support new ways to end rough sleeping in England. Funded by the Department of Communities and Local Government, the Homelessness Transition Fund also focuses on helping critical services for single homeless people move to more sustainable funding arrangements.

To date, we have awarded £16 million in funding to 120 projects across England. All are working to one or more of these core principles:

1. No one new to the streets should spend a second night out
2. No one should make their home on the streets
3. No one should return to the streets once they have been helped off of them, and
4. Ultimately, no one should arrive on the streets.

IN ONE YEAR 41 PROJECTS HELPED 12,235 PEOPLE, EXCEEDING THEIR OWN TARGETS BY A FIFTH

* These figures are based on the 41 projects which reported on their first year of operation and represent the proportion of individuals achieving that particular outcome. As projects did not all report against each outcome, the total here will not add up to 100%
**BROADWAY LONDON**  
**RECONNECTION & PERSONAL BUDGETS**

Broadway works with offer a range of services to 7,000 people every year – providing support with accommodation, physical and mental health, and supporting them towards independence.

Individuals who end up sleeping rough in central London often come from another area. Broadway used their grant to: increase the number of people reconnected to their home areas; to support extend the existing No Second Night Out service across outer London; and to reduce the number of people coming to sleep rough in central London by providing interim accommodation and a team of NSNO Ambassadors.

**ACHIEVEMENTS IN YEAR ONE**

**NO SECOND NIGHT OUT**

During the year, 3,902 new people were met sleeping rough for the first time across London. 75% of new rough sleepers did not spend a second night out during the period, 2,138 people came into the NSNO assessment centre, and 85% of them have not been seen sleeping rough again.

**KEY FACTS**

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<tr>
<td>Contact details</td>
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**RECONNECTION**

The project linked 1119 people back into services in areas where they had a local connection.

**PERSONAL BUDGETS**

Through the provision of staging post accommodation, a single offer support and use of personalized budget, 412 out of 440 people in staging post accommodation accepted their offer and moved into the private rented sector.

**WHAT CAN WE LEARN?**

Many people fell below the threshold for local authority support, and mostly needed help to access private rented accommodation. The provision of a single offer of support based on an assessment of needs, and the creation of interim 'staging post' accommodation, made this possible for a high proportion of people.

**COMMUNITY VALUE**

The interim accommodation units have substantially reduce the risk of first time rough sleepers leaving the assessment centre and continuing to sleep rough. Using shared houses, the capacity of the assessment centre has been extended – and the use of decommissioned supported housing schemes has encouraged social landlords not to dispose of usable accommodation.

**ALFREDO’S STORY**

Alfredo was made redundant a year after arriving in the UK. Having lived on the streets for nine months before being helped by NSNO, he says: “I am starting to feel like a person again. The staff worked around the clock filling out the benefit forms, helping me with the daily travel costs to the chemist, contacting the council, and helping me move into a hostel. Without their help I would have never moved to the hostel by myself in that state of mind. I am coming back to the world now, but slowly.
Jimmy’s is the only emergency accommodation provider in Cambridge. With space for up to 20 men and women (and two dogs), Jimmy’s has worked with over 6,000 people since 1995.

A grant from the Homelessness Transition Fund is being used to equip staff, clients and ex-clients, and volunteers to provide accredited training, early and rapid Life Skills interventions and move-on support for clients. Jimmy’s is also developing a mentoring programme and is working towards building a Centre of Training Excellence within the homelessness sector.

ACHIEVEMENTS IN YEAR ONE

MOVE-ON

The number of people who stayed in accommodation after moving on from Jimmy’s increased from 72% to 80% during Year One. In the same period, the number leaving accommodation fell by more than a half, from 27% of all leavers to 13%.

PEER MENTORING AND CLIENT TRAINING

One former client has been trained and is now delivering the life skills training. 300 learning opportunities to help prepare clients for living independently have been created for guests. 176 clients had either started or completed training options at the end of the first year. One former client works daily as a supported volunteer and is receiving health & safety and environmental health training.

WHAT CAN WE LEARN?

By training staff and increasing skills across the organisation, clients receive better advocacy and support – and spend less time on the street. Positive engagement with clients has increased from 80% to over 90% and, crucially, this is not just around finding accommodation. It also covers harm reduction, working with in-house and external agency specialists, to improve clients’ mental health, anger management, and life skills. This approach has helped to increase and sustain the number of clients building a positive, independent life after Jimmy’s.

COMMUNITY VALUE

Over the three year period of the grant, Jimmy’s expects to work with around 900 people, each at a cost of around £147 per year. An emphasis on early intervention with people will save on the costs associated with long-term rough sleeping and harm reduction, especially those typically carried by health services. The local community as a whole is likely to benefit from a reduction in anti-social behaviour.

BARRY’S STORY

Barry first stayed with Jimmy’s in 2010 and has since received life skills training. Today, he helps to equip current guests of the service with the skills they will need when they leave Jimmy’s. Barry is employed by Jimmy’s as a lead training facilitator and is responsible for the learning and development of guests and staff.

KEY FACTS

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St Petrock’s is the first point of contact for people experiencing homelessness in Exeter. It provides more than basic survival services, helping to tackle crime, anti-social behaviour and wider issues. More than 8,200 people have been supported by St Petrocks and helped into accommodation since it opened in 1994.

The HTF funded Exeter Transitions Project is a collaborative project led by St Petrock’s, focused on two key areas:
• The No Second Night Out Rough Sleeper Response Service assesses all new rough sleepers within 24 hours and making an offer of a package of advice and support within 72 hours.
• The Exeter Support Options Panel offers a range of personalised support for people to maintain their tenancies and gain independence.

ACHIEVEMENTS IN YEAR ONE

NO SECOND NIGHT OUT
173 people were assessed through the service during its first 10 months – 84 before they spent a second night out on the streets. 82% of clients were assessed within 24 hours and 133 tailored offers of advice and support were made.

MOVE-ON
The personalised brokerage service, which provides a menu of support to help people stay in accommodation has provided 2,000 hours of support to 29 individuals. To date, 80% of people supported have stayed in their accommodation.

WHAT CAN WE LEARN?
The project works closely with partner organisations to make sure they can respond rapidly to people new to sleeping rough in the area. A key element to the success of the project has been the single offer of advice and support, based on a prompt assessment and what is judged to be the most appropriate solution to preventing that person from sleeping rough. The personalised support complements this by helping people maintain their accommodation once they have secured a tenancy.

COMMUNITY VALUE
St Petrock’s uses existing street and building based services well known by the client group for the project. By making the most of existing resources, the average annual cost per client is just £558, and this includes the provision of health, welfare, employment and training support.

MARIE’S STORY
Marie is an Exeter born 41 year old single female who has worked all her adult life. She was working as an accountant in Dorset living in a private rented property until July 2012 when she was made redundant, lost her accommodation and ended up sleeping rough. The NSNO Rough Sleeper Response team offered Marie an emergency bed while they worked with her to organise accommodation. She was helped with her benefits and has since moved into a shared house, with on-going support to help her regain her independence and return to work.
Framework’s mission is to tackle the causes and consequences of homelessness. This registered charity and housing association works with more than 9,000 people each year from all over the East Midlands and parts of South Yorkshire.

Framework is using their grant to finance their project to reduce rough sleeping, and related crime and antisocial behaviour, across Nottingham City. The aim is to offer a Supportive Reconnection Service to people sleeping rough in the city who come from the European Economic Area and can have serious alcohol problems and no access to public funds to get off the streets.

ACHIEVEMENTS IN YEAR ONE

The Supported Reconnection Service worked with 179 people throughout the first year of the grant. Of these, 125 people have been helped successfully. 62 individuals were supported to return to their home countries, while 61 European nationals have been supported into accommodation within the UK. Strong partnerships have been forged with the local authority, police, UK Border Agency, prison service, health services, and voluntary and faith groups. The street outreach team has seen a 54% decrease in the numbers of EEA nationals sleeping rough, and no one currently sleeping rough in Nottingham City has been on the streets longer than three months.

WHAT CAN WE LEARN?

The success of the project is based on street outreach sessions, intelligence based contact, and a commitment to supported reconnection back to a home country when that is the only option. Every person who is referred receives a detailed assessment and, where appropriate, a structured and supervised in-house alcohol detox. The service works closely with UKBA and relevant embassies and consulates.

COMMUNITY VALUE

The target population access expensive crisis services – particularly around health, criminal justice, and the on-going daily costs of policing a rough sleeping population. 120 EEA Nationals will be returned to their country of origin during the life of the project at an average cost of £2,084 per intervention, with no further expenditure beyond that figure.

CHAMMACK’S STORY

Chammack, 36, came to the UK from Poland in 2007, but it wasn’t what he expected. He started drinking, then left his job and relationship, and ended up sleeping rough – an experience he describes as ‘cold, dangerous and terrible’. He wanted to restart his relationship with his family but couldn’t see how that would be possible. At Emmanuel House day centre Chammack started working with a Polish born street outreach worker, who supported him into alcohol treatment and detox. He is now beginning to rebuild his relationship with his family and looking forward to a brighter future.

KEY FACTS

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Watford New Hope Trust (WNHT) supports homeless and vulnerably housed people with accommodation and opportunities to rebuild lives. They house up to 60 people every night and help over 600 people every year.

The grant covers the costs of 2.5 new worker posts and 6 No Second Night Out Transition Service beds, to complement existing provision. They run a dedicated 24/7 emergency helpline for people facing homelessness and, in conjunction with their established outreach service, the local council and other local agencies, they also provide access to advice, move-on, reconnection and repatriation services. WNHT hopes to enhance strategic cooperation across Watford to ensure sustainable processes for ending rough sleeping across the area.

ACHIEVEMENTS IN YEAR ONE

NO SECOND NIGHT OUT

By increasing the capacity of the emergency night shelter WNHT have increased support from 72 people to 136 people during the first year of the grant. Outreach workers met with 70% of callers to the advice line within 24 hours of their call.

RECONNECTION

WHNT has helped reconnect 28 people to their home community to date.

MOVE-ON

With on-going support from their Tenancy Sustainment Team, the service has achieved a positive move-on rate of 74% (106 out of 144 stays).

WHAT CAN WE LEARN?

The project fits well with the local authority’s homelessness strategy, which ensures strong multi-agency links. By increasing bed capacity, using established outreach and offering transition support, more people can be prevented from spending a second night on the streets. The move-on element of the project has enabled 74% of people passing through the service to move successfully into long-term accommodation.

COMMUNITY VALUE

By reconfiguring an existing night shelter, emergency accommodation has increased by two thirds, while staffing has only increased by a quarter. Where the cost to support each person used to be around £2,500 per person per year, its new service has enabled WNHT to support people for on average £600 per person.

TOM’S STORY

Tom, 24, presented as homeless after visiting family in Finland. He stayed with WNHT for two nights and worked with their Transition Service project worker to look at his options. He was helped to a room in a shared house and moved in that day. Quick action to support Tom meant he only spent two nights in the service, and he didn’t end up in the night shelter with more entrenched rough sleepers. Instead, he was able to return to private renting, go back to work and did not have to claim welfare support.
The HTF funded YMCA Open Door project supports young people aged 16-25 who are sleeping rough or at risk of sleeping rough in the Black Country – Wolverhampton, Dudley, Walsall and Sandwell.

The project offers three stages of accommodation in host households for as few as three nights and as many as two years.

ACHIEVEMENTS IN YEAR ONE

NO SECOND NIGHT OUT
Between April and December 2012 the project provided 348 nights of emergency accommodation, and 21 young people were placed with host households.

MOVE ON
37 young people moved on between April and December 2012. 57% were positive and planned.

EDUCATION, EMPLOYMENT AND TRAINING
76% of young people were engaged in employment, education or training activities.

WHAT’S THE SECRET?
The project supports young people who are rough sleeping or at risk of homelessness due to family breakdown, and who are not yet ready to live alone, by arranging short or longer term placements in home environments. These safe environments have helped us ensure the majority of move-ons are planned and positive. They are key part in the process of supporting young people towards independent living.

COMMUNITY VALUE
The project is based on secure accommodation in the homes of trained and approved volunteer hosts – community accommodation rather than more expensive provision in projects or bed and breakfasts. The weekly cost in Year One will be approximately £72, falling to £52 in Year Two – just a fifth of the cost of YMCA’s project based accommodation. In spite of the savings, the outcomes for young people are better.

LAURA’S STORY
Laura was living in foster care. Finding the intimacy of family life difficult, she wanted to leave – but living on her own wasn’t an option, so she was left homeless.

Her social worker referred her to YMCA’s Open Door project. In spite of early doubts about living with a host family, she agreed to try it. She knew she wasn’t going to be pushed into living on her own – it was a place that would give her the help she needed to reach independency comfortably. She says she feels much happier, with practical day to day support from her hosts – who support her with anything from washing clothes and cooking, to talking and college work – to on-going help from YMCA.

Laura says: ‘I feel refreshed and that I can push forward and achieve things in life at college, and move out of supported lodgings and go on to university, I believe that this service saved me from choosing the wrong path, and made me realise some bigger dreams.’

KEY FACTS

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Several common factors for success are emerging.

Projects that used a combination of these factors saw the greatest success in securing appropriate services and accommodation for clients.

THE RIGHT SKILLS, THE RIGHT CAPACITY

The use of trained and skilled staff and volunteers who can provide in-house specialist support and advice is key, combined with the ability to undertake quick but thorough assessments of a person’s needs.

PERSONALISED SUPPORT

Without it, many people would not have found a path out of homelessness, or one that was sustainable in the long-term.

PARTNERSHIPS BY DEFAULT

A feature of all the projects we looked at was collaboration with other agencies, such as housing, mental health, alcohol treatment and social services, as well as joining forces with other providers to increase capacity and enhance service provision.

People who find themselves homeless often have other interrelated needs, including addictions, health issues or care needs, and may have become homeless due to not receiving the support required from other services. People with multiple and complex needs often fall between the gaps of statutory service provision, who find it difficult to know how to support them.

MAINTAINING CONTACT

These projects stayed in touch with people after they moved on. This continued offer of support can prove a lifeline for people adapting to independent living and maintaining their tenancies.

RECOMMENDATIONS

WE NEED GREATER FOCUS ON LONG TERM ROUGH SLEEPERS

It is essential that work is targeted at long term rough sleepers, as well as those who have only recently arrived on the streets. The work involves a greater effort to build trust, and it is often necessary to engage additional support services before someone who has lived on the streets for a long time will accept the help to bring them into accommodation.

Entrenched rough sleepers often place the greatest pressure on public services – through repeat homelessness, eviction and abandonments, A&E
and repeat hospital admissions, as well as criminal justice costs. By commissioning services that draw multiple agencies together to provide tailored support, local areas can ensure a more unified and cost effective response to people who have made the streets their home.

**TAKING A TAILORED APPROACH**

We should avoid ‘one size fits all’ approaches. There is a need for personalised support that is flexible enough to allow for different journeys out of homelessness that suit the needs of different people.

Some may need no more than help to access rented accommodation after a short time spent in temporary accommodation. Other people, who have more complex needs, may also require support from health services, life skills training, peer mentoring, a personal budget, advocacy support and post move-on support, before they can realistically keep their accommodation.

We found that projects that couple the support of a key worker with help to build a person’s confidence, self-esteem and skills, encourage high levels of engagement with people and help them to achieve more successful outcomes. Consistent contact and support with one named person also enhances the provision of personalised services, sustaining both the trust and positive results already achieved.

**IN CONCLUSION**

People come into contact with many agencies and service providers both before they become homeless and while they are experiencing it. A ‘partnerships by default’ approach is essential, where systems are evolved to ensure services work more closely together as standard. This is a key to preventing and tackling homelessness in all its forms.

The role of local commissioners is vital in achieving and sustaining successful outcomes for people who experience homelessness.

If local areas can foster more partnership and cross sector working, and use evidence based commissioning to launch projects that work, more people will find sustainable paths away from sleeping rough, into independent and productive lives.

**TELL US YOUR VIEWS**

We will share more learning as we follow the progress of the projects we fund over time. If you have feedback you would like to share, please get in touch.

fund@homelesslink.org.uk
The £20m Homelessness Transition Fund was launched with the ambition to help prevent and tackle rough sleeping in England.

The fund is for non-profit organisations and provided by the Department of Communities and Local Government. It is administered by Homeless Link. The objectives of the fund are to:

- Help deliver an end to rough sleeping by rolling out the No-Second Night Out principles and other innovations
- Support a smooth transition for existing services to sustainable funding arrangements
- Support strategically critical homelessness services for single homeless people, in particular those serving rough sleepers and where there is evidence of rising rough sleeping
- The fund was launched in July 2011 and will run until March 2014, with grants given out in consecutive funding rounds.

[www.homeless.org.uk/fund](http://www.homeless.org.uk/fund)