**Rough Sleeper Pathway**

**Duty/ Commitment to Refer**

* Received via Alert System
* Triage appointment will be arranged with the Local Authority Housing Advice Team

**Self Referral**

* Call or visit to the Local Authority Customer Service Centre/Hub
* Triage appointment completed by a Housing Advice Officer

**Street Link Referral**

* Outreach arranged by Local Authority to locate the Rough Sleeper
* Triage appointment to be arranged within the Housing Advice Team

**Rough Sleeper not located**

* Details to be passed to the LA homeless support officers & Moats Team
* Client to be discussed at the Rough Sleeper/Local Intelligence Group

**Reconnection**

Support the client to reconnect back to their local authority. Funding may be available via Rough Sleeper Initiative Personalisation Budget, Charity applications, Rough Sleeper Co-Ordinator budget.

**Triage Completed client has Local Connection**

**No local connection**

**Known rough sleeper**

**SWEP: SEVERE WEATHER EMERGENCY PROTOCAL accommodation.**

**New to rough sleeping**

**Extreme cold weather**

**Referral to NSNO: No second night out**

* Emergency accommodation offered for up to 14 days + **(this may differ in each Local Authority)**
* Support provided by Housing Pathway Officers/Outreach Support who will work with the client & housing officer to seek suitable accommodation.

**Ongoing Support for Rough Sleeper**

* Rough Sleepers/Local intelligent group must discuss cases and work towards developing a Pathway into Housing
* Client should be referred to Cranstoun, Adult Social Care and local policing teams if they chose not to engage with support services – MOATS/LA outreach services **MUST** be informed so outreach can continue for welfare checks.
* Consider CARM referral/Adult Safeguarding

**Personal Housing Plan**

* PHP to be drawn up to prevent continued rough sleeping
* The PHP should consist of housing and support solutions (information to be placed onto HClic)
* HoPES referral completed if the client did NOT access NSNO but was offered interim accommodation (TA) once allocated to a HopES worker they will continue to support the client for up to 26 weeks
* Referral to LA Homeless Support Officer/ outreach services/ Navigators as part of the PHP

**Housing options for client with low support needs**

**Rough Sleeping NOT PREVENTED**

**Support & Advice while client continue to sleep rough**

**Housing Options for Client with Medium/ High/ Complex support needs**

* Referrals into Supported Accommodation Providers such as Green Square Accord, Emerging Futures, St Pauls Hostel who operate within Worcestershire.
* Referrals into Supported Accommodation outside of Worcestershire where client will receive 5+ hours of support to maintain accommodation and access local support services.
* Housing First **(WCC, WDC, MHDC, WCC, BDC & RBC)**
* Housing Led **(WFDC)**
* Outreach teams/ Navigators & MOATS/ Homeless Support Officer will support the client to approach the Local Authority. They will also participate in creating a client PHP
* Regular welfare checks to be completed by LA Housing Pathway/Support Team, joint working with external partners if client engaging with VCS organisations.
* Referral to Housing Options Mental Health Link Worker

**Housing options for client with low/medium support needs**

* Housing Association Tenancy via Home Choice Plus, Housing For You, Redditch Homes
* Private Rented Accommodation – through the local authority bond scheme or social letting scheme
* Partnership organisations such as WHABAC, YMCA, Magg’s Accommodation Project, St Basil & Nightstop
* Referral to Rough Sleepers Accommodation Project **(WDC & WCC)**
* Private landlord/agent via funds from Bespoke RSI Funding
* Supported Accommodation providers **(see local support services below)**

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| Local Authority Housing Options Teams |
| Wychavon District Council Redditch Borough Council  [www.wychavon.gov.uk](http://www.wychavon.gov.uk) [www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)  Telephone: 01386 565020 Telephone: 01527 64252  Malvern Hills District Council Worcester City Council  [www.malvernhills.gov.uk](http://www.malvernhills.gov.uk) [www.worcester.gov.uk](http://www.worcester.gov.uk)  Telephone: 01386 565020 Telephone: 01905 722233  Bromsgrove District Council Wyre Forest District Council  [www.bromsgrove.gov.uk](http://www.bromsgrove.gov.uk) [www.wyreforestdc.gov.uk](http://www.wyreforestdc.gov.uk)  Telephone: 01527 881288 Telephone: 01562 732928 |
| Local Support Services & Housing Providers |
| **HoPES (CCP)**  HoPES provide tenancy floating support and manage the Severe Winter Emergency Protocol  **Referral into the service via the Local Authority**  **Telephone:** 0300 3650366  **Website:** [www.ccp.org.uk](http://www.ccp.org.uk)  **Maggs Day Centre**  Day centre for the Homeless based in Worcester City offering support with life skills, health care, clean dry clothes, food and shelter, supported HMO accommodation in Worcester City.  **Telephone:** 01905 25027  **Website:** [www.magssdaycentre.co.uk](http://www.magssdaycentre.co.uk)  **Worcestershire YMCA**  Accommodation for single aged between 16-35 and in housing need  **Telephone: 01527 61643**  **Website:** [referrals@ymcaworcestershire.gov.uk](mailto:referrals@ymcaworcestershire.gov.uk) [**enquiries@ymcaworcestershire.org.uk**](mailto:enquiries@ymcaworcestershire.org.uk)  **St. Paul’s Hostel**  Accommodation for single people  **Telephone:** 01905 723729  **Website:** [www.stpaulshostel.co.uk](http://www.stpaulshostel.co.uk)  **CAB & WHABAC**  Offer advice and assistance to single or couples with children who are homeless, threatened with homelessness or vulnerably housed  **Telephone:** 0808 278 7891  **Website:** [www.cabwhabac.org.uk](http://www.cabwhabac.org.uk)  **Wyre Forest Citizens Advice**  Citizens Advice Wyre Forest provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.  **Telephone:** 0808 278 7891  **Website:** [www.wyreforestcab.org.uk](http://www.wyreforestcab.org.uk)  **Nightstop**  Nightstop within Worcestershire provides emergency temporary accommodation and support for young people, aged 16-25 who are facing homelessness. They also offer mediation to help young people rebuild bridges with their family  **(Wyre Forest) Telephone:** 01562 743111  **Website:** [www.wyreforestnightstop.org.uk](http://www.wyreforestnightstop.org.uk)  **St Basils**  Provides housing for young people aged 16-24 who are homeless or threatened with. It is particularly useful in offering affordable suitable housing for young people  **Telephone:** 01562 746304  **Website:** [www.stbasils.org.uk/st-basils-in-your-area/wyre-forest](http://www.stbasils.org.uk/st-basils-in-your-area/wyre-forest / stbasils.org.uk/get-help/i-need-help/)  [stbasils.org.uk/get-help/i-need-help/](http://www.stbasils.org.uk/st-basils-in-your-area/wyre-forest / stbasils.org.uk/get-help/i-need-help/)  **The Basement Project**  Delivers floating support to those aged 16-25 who are threatened with homelessness. This support can help clients with accessing housing, basic life skills, employment skills and much more  **Telephone:** 01527 832993  **Website:** [www.bromsgrovebasementproject.org.uk/projects/floating-support](http://www.bromsgrovebasementproject.org.uk/projects/floating-support)  **Platform Housing Group**  Platform Housing Group offers a specialist housing and support service to young people with low to medium support needs around independent living aged 16-21 years (25 if you are a Care Leaver).  **Website:** [www.platformhgwest.com/young-people](http://www.platformhgwest.com/young-people)  **Maggs Outreach and Transition Service (MOATS)**  Connect a homeless person with local support and services. If you’re concerned about someone sleeping rough (anywhere in England), you can get in touch with StreetLink so that they can connect them to local support and services ([StreetLink - Connecting people sleeping rough to local services (thestreetlink.org.uk)](https://thestreetlink.org.uk/))  **Website:** [www.maggsdaycentre.co.uk](http://www.maggsdaycentre.co.uk)  **Green Square Accord**  At Green Square Accord we offer a range of residential support (varied locations, 24 hour or 9-4.30 Monday to Friday, or specialist for Criminal Justice), allowing greater independence to live a more settled life with increased life choices  **Telephone:** 0300 111 7000 (between 9am and 4:30pm, Monday to Friday)  **Website:** [**www.greensquareaccord.co.uk**](http://www.greensquareaccord.co.uk)  **Private Rented Housing Options**  Wyre Forest District Council operate a rent deposit bond scheme. This has been designed to enable customers to access private rented accommodation.  For further information and eligibility criteria contact the Housing Advice Team  **Website:** [**www.wyreforestdc.gov.uk**](http://www.wyreforestdc.gov.uk)  **Telephone:** **01562 732928**  **Email:** [housingadviceteam@wyreforestdc.gov.uk](mailto:housingadviceteam@wyreforestdc.gov.uk)  **Compton Valley House**  At CVH they provide support for adults aged 18 and over, who are homeless or at risk of homelessness, encouraging them to develop their skills and move on to living independently. For eligibility criteria and referral process please contact the Housing Advice Team  **Email:** [**housingadviceteam@wyreforestdc.gov.uk**](mailto:housingadviceteam@wyreforestdc.gov.uk)  **Telephone:** **01562 732928**  **Website:** [www.sanctury-supported-living.co.uk](http://www.sanctury-supported-living.co.uk)  **Heenan’s Court**  Provides high quality housing for people who are vulnerable and in housing need.Heenan Court is a scheme aimed at those that have already demonstrated their readiness to live independently and will act as a final stepping stone into their own tenancy.For the referral process and eligibility criteria contact the Housing Advice Team  **Telephone: 01562 732928**  **Email:** [**housingadviceteam@wyreforestdc.gov.uk**](mailto:housingadviceteam@wyreforestdc.gov.uk)  **Shared accommodation with The Community Housing Group**  The Council works with its partner Housing Association to help provide supported shared accommodation for those who are homeless or threatened with homelessness. For referrals and eligibility criteria contact the Housing Advice Team  **Telephone: 01562 732928**  **Email:** [**housingadviceteam@wyreforestdc.gov.uk**](mailto:housingadviceteam@wyreforestdc.gov.uk) |
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| National Support Services |
| **Shelter**  This is a national charity that provides specific advice for people on housing and homelessness.  **Telephone:** 0300 330 1234  **Website:** <https://england.shelter.org.uk>  **Crisis**  This is a national charity that provides specific advice for people on housing and homelessness.  **Website:** [www.crisis.org.uk](http://www.crisis.org.uk)  **StreetLink**  This is the referral service for members of the public to report Rough Sleepers  **Website: https://thestreetlink.org.uk** |