Pathways for vulnerable groups
## Offenders (including Prison Discharge)

### Activities

**Referral**
An offender who is threatened with homelessness will either self-refer or be referred to Housing Solutions through Integrated Offender Management (IOM), their probation officer or the prison they are being discharged from. They can also be referred through a hospital.

### Assessment

- An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral - this includes a needs and risk assessment if support needs have been identified.
- For those clients monitored under MAPPA arrangement, the lead Gateway Support officer for MAPPA will carry out assessment.
- Following this assessment, the client will be introduced to the Personal Housing Plan (PHP).

### Prevention Hub

- If the client has **med/high support need**, they will be referred to the Prevention Hub by Gateway Support Team.
- If the client has **no/low support need**, they will be referred to the Prevention Hub by a case worker.
- Clients will also be referred to other support agencies to meet other needs identified that are non-housing related.

### Outcomes

**Clients with med/high support needs** have the following options:

- Supported accommodation
- Housing First
- Return home

**Clients with no/low support needs** have the following options:

- Independent accommodation
- Return home

### Who is involved

<table>
<thead>
<tr>
<th>IOM</th>
<th>Housing Solutions Team</th>
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<tbody>
<tr>
<td>Probation officer</td>
<td>Gateway Support Officer</td>
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<tr>
<td>Prison</td>
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<td>Hospital</td>
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</tbody>
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### Activities

**Med/High Support Needs**

- Social care
- Housing Solutions floating support partners
- Complex Needs Advisory Panel
- Housing Solutions support accommodation partners

**No First Night Out**

- Finders Fee Scheme
- Solace
- Other voluntary sector accommodation finding services

**Procurement Team**

- Private Tenancy Team
- Financial Inclusion Team
- Other single people initiatives

**Other Support Agencies**

- Housing Solutions internal teams
- External partners
- Internal teams & external partners
Offenders (including Prison Discharge)

Getting ex-prisoners and offenders into stable housing can act as a gateway to effective resettlement including engaging with education or training, gaining employment and engaging with services where any other support needs may need to be addressed e.g. mental health, drugs/alcohol etc.

Offenders who are homeless or threatened with homelessness can approach Southwark Council for advice and assistance to either prevent or relieve homelessness.

Housing Solutions Services have referral pathways protocols with some specific agencies that work with offenders who are homeless or at risk of homelessness. These agencies include the Integrated Offender Management team (IOM) and the London Probation Service for clients who are on Probation that are high risk or monitored under the Multi Agency Public protection Arrangements (MAPPA).

Housing Solutions will undertake a detailed housing needs assessment of all customers who present for assistance or referred in by other agencies. For those customers who may have additional support needs a full needs and risk assessment is also completed to ensure that the most appropriate housing option is advised. A personalized housing plan will be drawn up confirming any advice given, how the Council will assist the customer and what the customer needs to do to help themselves.

Housing Solutions work collaboratively with internal and external partners to secure affordable permanent housing for their customers i.e. mediation to return home, advice on Social Housing, Private rented accommodation or supported accommodation. The team also refer customers to agencies where any unmet needs have been identified following an assessment i.e. Care Live Grow, Social care, SLAM etc.

* If the Housing Assessment has been previously filled out by a case worker, Gateway Support will not fill out another

* The Prevention Hub services clients are referred to, are dependent on their needs.
## Young People – 16/17 year old

<table>
<thead>
<tr>
<th>Referral</th>
<th>Assessment</th>
<th>Prevention Hub</th>
<th>Outcomes</th>
</tr>
</thead>
</table>
| A 16/17 year old who is homeless or threatened with homelessness may self refer or be referred through a social worker or school | • A Joint Assessment which includes a Children’s Act Assessment is carried out with the client, a social worker and a Housing Solutions officer  
• If the client comes under **section 20** pathway, social services have a duty to support them  
• If the client comes under **section 17** pathway, Housing Solutions have a duty to support them | • Clients will be referred to the **Prevention Hub** as well as other support agencies to meet other needs identified that are non-housing related | Clients under **Section 17** have the following options:  
- Supported accommodation  
- Return home |

### Activities
- Social services  
- School  
- Housing Solutions Team  
- Gateway Support Officer  
- Social Worker  
- Gateway Support Team  
- Southwark Participation in Education & Training (PET)  
- Housing Solutions internal teams  
- External partners  
- Internal teams & external partners
There are many reasons why a young person may be homeless or at risk of homelessness. Common issues include family disputes or domestic violence, although problems in their area such as gangs, and mental health, also contribute towards the risk factors that can result in a young person being asked to leave or having no choice but to leave.

Southwark Children’s Social Care and Housing Solutions have working protocols to outline how services are working together to address homelessness and housing need in order to safeguard and promote the welfare of children and young people.

The 16/17 year old protocol details how Social Care and Housing Solutions work with children and young people in relation to their duties under Part 3 of the Children Act and Part 7 of the Housing Act 1996.

Local Authorities should, where feasible, promote the upbringing of children by their families. A range of services exist within the London Borough of Southwark to ensure that children within the ages of 16 and 17 are able to remain within their family where there is a threat of homelessness. These services include mediation, family group conferencing, parenting resources, social work allocation and alternatives to Care Team in Social Care (preventative workers).
A care leaver who is threatened with homelessness either self-refers to Housing Solutions or is referred through social services.

An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral. This includes a needs and risk assessment if support needs have been identified.

Following this assessment, the client will be introduced to the Personal Housing Plan (PHP).

If the client has **med/high support need**, they will be referred to the Prevention Hub by Gateway Support Team.

If the client has **no/low support need**, they will be referred to the Prevention Hub by a case worker.

Clients will also be referred to other support agencies to meet other needs identified that are non-housing related.

### Care Leavers

<table>
<thead>
<tr>
<th>Referral</th>
<th>Assessment</th>
<th>Prevention Hub</th>
<th>Outcomes</th>
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<tbody>
<tr>
<td>A care leaver who is threatened with homelessness either self-refers to Housing Solutions or is referred through social services.</td>
<td>• An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral. This includes a needs and risk assessment if support needs have been identified. • Following this assessment, the client will be introduced to the Personal Housing Plan (PHP).</td>
<td>• If the client has <strong>med/high support need</strong>, they will be referred to the Prevention Hub by Gateway Support Team. • If the client has <strong>no/low support need</strong>, they will be referred to the Prevention Hub by a case worker. • Clients will also be referred to other support agencies to meet other needs identified that are non-housing related.</td>
<td>Clients with <strong>med/high support need</strong> have the following options:</td>
</tr>
</tbody>
</table>
Most young people who have been in care are entitled to housing assistance if they become homeless. The type of advice and assistance they are offered is dependant on their age and personal circumstances.

The Council’s Children’s Services team is responsible for finding care leavers somewhere to live until they turn 18. If a care leaver is 18 – 20 years old and is homeless or threatened with homelessness Housing Solutions provide support and assistance with housing.

Housing Solutions will undertake a detailed housing needs assessment of all customers who present for assistance or referred in by other agencies. A personalized housing plan will be drawn up confirming any advice given, how the Council will assist the customer and what the customer needs to do to help themselves.

If the young person has support needs and little or no independent living skills, it is likely that they will be referred to supported accommodation specifically for young people to acquire the skills required to live in independent accommodation in the future.

* If the Housing Assessment has been previously filled out by a case worker, Gateway Support will not fill out another

+ The Prevention Hub services clients are referred to, are dependant on their needs
### Referral
An individual who is identified by the hospital as homeless or threatened with homelessness is referred to Housing Solutions.

### Assessment
- An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral. This includes a needs and risk assessment if support needs have been identified.
- Following this assessment, the client will be introduced to the Personal Housing Plan (PHP).

### Prevention Hub
- If the client has **med/high support need**, they will be referred to the Prevention Hub by Gateway Support Team.
- If the client has **no/low support need**, they will be referred to the Prevention Hub by a case worker.
- Clients will also be referred to other support agencies to meet other needs identified that are non-housing related.

### Outcomes
Clients with **med/high support needs** have the following options:
- Supported accommodation
- Housing First
- Return home
- Personalisation Funding Panel (Mental Health specific scheme)

Clients with **no/low support needs** have the following options:
- Independent accommodation
- Return home

### Activities
<table>
<thead>
<tr>
<th>Who is involved</th>
<th>Activities</th>
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<th>Activities</th>
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<tbody>
<tr>
<td>Hospital</td>
<td>Hospital</td>
<td>Housing Solutions Team</td>
<td>Social care</td>
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<td>Gateway Support Officer</td>
<td>Housing Solutions floating support partners</td>
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<td>Complex Needs Advisory Panel</td>
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<td>Housing Solutions support accommodation partners</td>
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<td>If the client has <strong>med/high support needs</strong>:</td>
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<td>Procurement Team</td>
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<td>Finders Fee Scheme</td>
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<td>Solace</td>
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<td>Other voluntary sector accommodation finding services</td>
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### Who is involved
- Housing Solutions internal teams
- External partners
- Internal teams & external partners

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**Hospital discharges**

**Southwark Homelessness Trailblazer**

![Southwark Homelessness Trailblazer logo](southwark.gov.uk)
Housing services have an important role to play in supporting the health and wellbeing of the population. MAD offers a valuable solution in both discharges from hospitals and the prevention of new admissions.

In partnership with social care and health services, Housing Solutions have a working protocol with hospitals and other health agencies for customers who are homeless, threatened with homelessness, or have a housing need. It aims to help people with a range of circumstances, e.g., fleeing domestic abuse, young single homeless households, homeless families, people with complex multiple needs, alcohol and or drug addiction, a history of offending, learning difficulties, physical disabilities, and mental health needs.

Patients are usually asked for their address on admission to a ward in hospital so it is therefore requested that all hospital discharge referrals are made at this point to send to Housing Solutions. Often potential homelessness can be prevented, but even where this is not possible, it is much easier for the patient and the Local Authority to find the accommodation and support the customer may need if a referral is made at the earliest point possible.

Housing Solutions will undertake a detailed housing needs assessment of all customers who present for assistance or referred in by hospitals and health agencies. A personalized housing plan will be drawn up confirming any advice given, how the Council will assist the customer, and what the customer needs to do to help themselves.

Housing Solutions work collaboratively with internal and external partners to secure affordable permanent housing for their customers, i.e., mediation to return home, advice on Social Housing (including transfers), adaptations, private rented accommodation or supported accommodation.

* If the Housing Assessment has been previously filled out by a case worker, Gateway Support will not fill out another.
* The Prevention Hub services clients are referred to, are dependent on their needs.

---

**Diagram: Hospital discharges**

- **Referred by the hospital**
  - **No/low needs identified**
    - Referred to **Housing Solution Team** who will carry out a Housing Assessment and introduce the PHP
      - **No/low needs identified**
        - Case worker will refer the client to the Prevention Hub*
      - **Med/high needs identified**
        - Referred to **Gateway Support Team** who will carry out a Housing Assessment*, a full needs and risk assessment and introduce the PHP
          - **No/low needs identified**
            - Gateway Support Team will refer the client to the Prevention Hub*
          - **Med/high needs identified**
### Referral
An individual leaving the armed forces who is homeless or threatened with homelessness will self-refer to Housing Solutions.

### Assessment
- An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral. This includes a needs and risk assessment if support needs have been identified.
- Following this assessment, the client will be introduced to the Personal Housing Plan (PHP).

### Prevention Hub
- If the client has **med/high support need**, they will be referred to the Prevention Hub by Gateway Team.
- If the client has **no/low support need**, they will be referred to the Prevention Hub by a case worker.
- Clients will also be referred to other support agencies to meet other needs identified that are non-housing related.

### Outcomes
Clients with **med/high support needs** have the following options:
- Supported accommodation
- Housing First
- Return home
- Social housing accommodation *

Clients with **no/low support needs** have the following options:
- Independent accommodation
- Return home
- Social housing accommodation *

### Activities

<table>
<thead>
<tr>
<th>Who is involved</th>
<th>Housing Solutions Team</th>
<th>Gateway Support Officer</th>
</tr>
</thead>
</table>

### Who is involved

| Housing Solutions internal teams | External partners | Internal teams & external partners |

* Armed forces may receive priority banding under the allocations policy.
Customers who are being discharged from the Armed Forces who have sustained serious injury, illness, medical condition, or disability during service which is attributable (wholly or partly) to the person's service, would be deemed as vulnerable if they approach the council as homeless or threatened with homelessness.

Housing Solutions would carry out a detailed housing needs assessment of all customers who present for assistance or have been referred by a partner agency. A personalized housing plan will then be drawn up confirming any advice given, how the Council will assist and what the customer may need to do to help themselves.

There is an additional discretionary housing option available to customers who have been discharged from the armed forces or serving former members of the Reserve Forces who need to move because of a serious injury, medical condition or disability sustained as a result of their service. They can be awarded priority banding under the Council's current allocation scheme for Social Housing.
### Domestic violence

#### Referral
An individual experiencing domestic violence and as a result is homeless or threatened with homelessness will be referred through a partner agency to Housing Solutions.

#### Assessment
- An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral - this includes a needs and risk assessment if support needs have been identified.
- Following this assessment, the client will be introduced to the Personal Housing Plan (PHP).

#### Prevention Hub
- If the client has **med/high support need**, they will be referred to the Prevention Hub by Gateway Support Team.
- If the client has **no/low support need**, they will be referred to the Prevention Hub by a case worker.
- Clients will also be referred to other support agencies to meet other needs identified that are non-housing related.

#### Outcomes
Clients with **med/high support needs** have the following options:
- Supported accommodation
- Resettlement in another borough
- Independent accommodation

Clients with **no/low support needs** have the following options:
- Resettlement in another borough
- Independent accommodation

---

### Who is involved

#### Partner agency (e.g. SLAM, SPOT)

#### Housing Solutions Team

- Gateway Support Officer

#### If the client has **med/high support needs**:

- Social care
- Housing Solutions floating support partners
- Complex Needs Advisory Panel
- Housing Solutions support accommodation partners
- Procurement Team

#### If the client has **med/high support needs**:

- Procurement Team
- Finders Fee Scheme
- Solace
- Other voluntary sector accommodation finding services
- Domestic Violence Housing Support service

#### External partners
- Social care
- Complex Needs Advisory Panel
- Housing Solutions support accommodation partners
- Procurement Team
- Finders Fee Scheme
- Solace
- Other voluntary sector accommodation finding services
- Domestic Violence Housing Support service

#### Internal teams & external partners
- Financial Inclusion Team
- Other single people initiatives
- Visiting Officer
Domestic violence

Domestic abuse includes any incident of threatening behaviour, violence or abuse. The abuse can be psychological, physical, social, financial, or emotional. Domestic abuse can happen between two people who are or were intimate partners or family members, regardless of their gender or sexuality.

Anyone experiencing domestic violence can approach Housing Solutions for assistance and information disclosed by a customer should remain confidential.

A full assessment would be completed and a personal housing plan created giving the customer advice on finding alternative accommodation and signposting and referrals to any relevant support agencies.

Housing Solutions work in partnership with Solace Women’s Aid which is an independent charity working across London, providing life-saving support to women and children survivors of domestic or sexual violence.

Customers are strongly advised to obtain independent legal advice as soon as possible. If the council makes a decision not to assist with any emergency housing because it believes that it is reasonable for them to continue to occupy their home, the customer can dispute.

*If the Housing Assessment has been previously filled out by a case worker, Gateway Support will not fill out another
+ The Prevention Hub services clients are referred to, are dependent on their needs
A person with mental health needs either self-refers to Housing Solutions or is referred by a agency working with clients who have mental health conditions.

**Activities**

<table>
<thead>
<tr>
<th>Referral</th>
<th>Assessment</th>
<th>Prevention Hub</th>
<th>Outcomes</th>
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</thead>
<tbody>
<tr>
<td><strong>Referral</strong></td>
<td>A person with mental health needs either self-refers to Housing Solutions or is referred by a agency working with clients who have mental health conditions.</td>
<td>• An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral—this includes a needs and risk assessment if support needs have been identified.</td>
<td>Clients with <strong>med/high support needs</strong> have the following options:</td>
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<tr>
<td><strong>Assessment</strong></td>
<td></td>
<td>• Following this assessment, the client will be introduced to the Personal Housing Plan (PHP).</td>
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<tr>
<td><strong>Prevention Hub</strong></td>
<td></td>
<td>• If the client has <strong>med/high support need</strong>, they will be referred to the Prevention Hub by Gateway Support Team.</td>
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<td>• If the client has <strong>no/low support need</strong>, they will be referred to the Prevention Hub by a case worker.</td>
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<tr>
<td><strong>Outcomes</strong></td>
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<td><strong>Clients with med/high support needs</strong> have the following options:</td>
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<td><strong>Clients with no/low support needs</strong> have the following options:</td>
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<tr>
<td><strong>Who is involved</strong></td>
<td>Partner agency (e.g. SLAM)</td>
<td>Housing Solutions Team</td>
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<td></td>
<td>Gateway Support Officer</td>
<td>Social care</td>
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<td>Housing Solutions floating support partners</td>
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<td><strong>If the client has med/high support needs:</strong></td>
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<td>Procurement Team</td>
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<td>Other voluntary sector accommodation finding services</td>
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<td>Visiting Officer</td>
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<td>Internal teams &amp; external partners</td>
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**Mental Health**
Having a home which is both safe and affordable is extremely important for general health. Living in poor housing being homeless or threatened with homelessness could increase chances of developing a mental health problem, or could make an existing one harder to manage.

Housing Solutions work in partnership with a range of agencies to ensure that we meet the housing and support needs of those customers who suffer from mental health issues.

Housing Solutions would carry out a detailed housing needs and risk assessment of all customers who present for assistance or have been referred by a partner agency. A personalized housing plan will then be drawn up confirming any advice given, how the Council will assist and what the customer may need to do to help themselves.

There is a separate Mental health housing pathway for those customers where housing solution options may not meet their specific needs.

Southwark Council continuously review the advice support and advocacy services available to customers with mental health issues across the borough. Where a client may be eligible for a personal budget an outreach support package of care is co-ordinated via Social Care.

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*If the Housing Assessment has been previously filled out by a case worker, Gateway Support will not fill out another

*The Prevention Hub services clients are referred to, are dependent on their needs
## Substance Misuse

### Activities

<table>
<thead>
<tr>
<th>Referral</th>
<th>Assessment</th>
<th>Prevention Hub</th>
<th>Outcomes</th>
</tr>
</thead>
</table>
| A person with mental health needs either self-refers to Housing Solutions or is referred by a agency working with clients who have mental health conditions. | • An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral - this includes a needs and risk assessment if support needs have been identified.  
• Following this assessment, the client will be introduced to the Personal Housing Plan (PHP). | • If the client has **med/high support need**, they will be referred to the Prevention Hub by Gateway Support Team.  
• If the client has **no/low support need**, they will be referred to the Prevention Hub by a case worker.  
• Clients will also be referred to other support agencies to meet other needs identified that are non-housing related. | Clients with **med/high support need** have the following options:  
- Supported accommodation  
- Housing First  
Clients with **no/low support need** have the following options:  
- Independent accommodation  
- Return home |

### Who is involved

<table>
<thead>
<tr>
<th>Partner agency</th>
<th>Housing Solutions Team</th>
<th>Gateway Support Officer</th>
<th>Internal teams &amp; external partners</th>
</tr>
</thead>
</table>

- Partner agency
- Housing Solutions Team
- Gateway Support Officer

- **If the client has **med/high support needs**:  
  - Social care
  - Housing Solutions floating support partners
  - Complex Needs Advisory Panel
  - Housing Solutions support accommodation partners

- **If the client has **med/high support needs**:  
  - Procurement Team
  - Finders Fee Scheme
  - Solace
  - Other voluntary sector accommodation finding services
  - No First Night Out
  - Private Tenancy Team
  - Financial Inclusion Team
  - Other single people initiatives
  - Visiting Officer

- **If the client has **med/high support needs**:  
  - Independent accommodation
  - Return home

- **If the client has **no/low support needs**:  
  - Supported accommodation
  - Housing First

- **If the client has **no/low support needs**:  
  - Independent accommodation
  - Return home

---

*Southwark Homelessness Trailblazer*
Substance misuse can be a cause of homelessness however, it could also be a result of homelessness. Some customers turn to drugs or alcohol to cope with their situation in an attempt to attain temporary relief from their problems.

Southwark Council work in partnership with ‘Change Grow Live’ (CGL) which is a free, safe and confidential drug and alcohol service for any adult over the age of 18 who lives in the borough. The service supports all people from any background, who uses any kind of drug and/or alcohol and who want to recover or change. CGL work with individuals, families and communities to prevent and reduce harm, to promote recovery and to challenge the inequalities linked to alcohol and drug misuse.

Housing Solutions will undertake a detailed housing needs, support and risk assessment of all customers who present for assistance or referred in by other agencies. A personalized housing plan will be drawn up confirming any advice given, how the Council will assist the customer and what the customer needs to do to help themselves. Some customers with substance misuse may be assessed as being unable to live in accommodation without housing related support. In these cases they would be referred to supported accommodation specific to their needs to support them to address their substance misuse and gain independent living skills required to enable them to maintain their own accommodation in the future.

* If the Housing Assessment has been previously filled out by a case worker, Gateway Support will not fill out another
+ The Prevention Hub services clients are referred to, are dependent on their needs
### Referral
- An individual who has been identified as a rough sleeper by the Street Population Outreach Team (SPOT) will be referred to No Second Night Out (NSNO) if they are new to the rough sleeper database. If they are known to the rough sleeper database, they will be referred to Housing Solutions.

### Assessment
- New to system: the SPOT team carry out an initial assessment before referral to NSNO. NSNO conduct a fuller assessment and refer client to Housing Solutions.
- An assessment is carried out by Housing Solutions or Gateway Support based on the information provided from the referral- this includes a needs and risk assessment if support needs have been identified.
- Following this Housing Solutions assessment, the client will be introduced to the Personal Housing Plan (PHP).
- Known to system: the SPOT team carry out fuller assessment and refer the case to the Complex Needs Advisory Panel for those with complex needs or Gateway Support Team.

### Prevention Hub
- Following the Housing Solutions assessment:
  - If the client **has med/high support needs**, they will be referred to the Prevention Hub by Gateway Support Team.
  - If the client **has no/low support needs**, they will be referred to the Prevention Hub by a case worker.
  - Clients will also be referred to other support agencies to meet other needs identified that are non-housing related e.g. Benefits Agency, Sustainment Treatment.

### Outcomes
- Clients with **med/high support needs** have the following options:
  - Supported accommodation
  - Housing First
  - Return home

- Clients with **no/low support needs** have the following options:
  - Independent accommodation
  - Return home

### Who is involved
- **Activities**
  - SPOT
  - No Second Night Out
  - Tenancy Sustainment Team
  - Housing Solutions Team
  - Gateway Support Officer
  - SPOT

- **Who is involved**
  - Housing Solutions internal teams
  - External partners
  - Internal teams & external partners

- **External partners**
  - Finders Fee Scheme
  - Procurement Team
  - Social care
  - Solace
  - Other voluntary sector accommodation finding services
Rough sleeping is defined by the Government as ‘people sleeping, or bedded down, in the open air (such as on the streets, or in doorways, parks or bus shelters); people in buildings or other places not designed for habitation (such as barns, sheds, car parks, cars, derelict boats, stations, or ‘bashes’).

Southwark support St Mungo’s who meet with rough-sleepers in the borough, carry out assessments and provide support. We also work with No second Night out (NSNO) who receive referrals from street outreach teams and bring the person to the safety of a NSNO hub or staging post. NSNO will then carry out a comprehensive assessment, after which a Single Service Offer is made so that the person does not need to return to rough sleeping.

St Mungo’s and No Second Night Out look at options to reconnect people to their own area or to support them to find accommodation to meet their specific needs. The council has working protocols with these agencies to access Housing Solutions Services for those customers who have a local connection to Southwark. Housing Solutions has also introduced Housing First and No First Night Out models with the aim to eliminate rough sleeping in the borough by 2020 in collaboration with partner agencies.

There are some categories of rough sleepers we cannot assist due to immigration restrictions. In these cases, St Mungo’s try to reconnect them with their country of origin.
# Learning Disabilities

## Referral
A person who has learning disabilities and is homeless or threatened with homelessness will be referred to Learning Disabilities Expenditure & Accommodation Panel by social services.

## Assessment
- A Joint Assessment which includes a Children’s Act Assessment is carried out with the client, a social worker and a Housing Solutions officer.
- If the client comes under section 20 pathway, social services have a duty to support them.
- If the client comes under section 17 pathway, Housing Solutions have a duty to support them.

## Outcomes
If there are **suitable voids** identified by Brokerage or they are **successful in sourcing appropriate provision outside of voids**, they have the following option:

- Supported living scheme

If there are **no suitable voids** identified by Brokerage and they are **unable to source appropriate provision outside of voids**, they have the following option:

- Private rented accommodation with funded outreach support

## Activities

<table>
<thead>
<tr>
<th>Activities</th>
<th>Who is involved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Services</td>
<td>Housing Solutions internal teams</td>
</tr>
<tr>
<td>Learning Disabilities Expenditure &amp; Accommodation Panel</td>
<td>External partners</td>
</tr>
<tr>
<td>Brokerage Team</td>
<td>Internal teams &amp; external partners</td>
</tr>
<tr>
<td>Learning Disabilities Expenditure &amp; Accommodation Panel</td>
<td>Supporting living scheme</td>
</tr>
<tr>
<td>Social Worker</td>
<td></td>
</tr>
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<td>Learning Disabilities Expenditure &amp; Accommodation Panel</td>
<td></td>
</tr>
</tbody>
</table>

## Who is involved

- **Social Services**
- **Brokerage Team**
- **Social Worker**
- **Learning Disabilities Expenditure & Accommodation Panel**
- **Housing Solutions internal teams**
- **External partners**
- **Internal teams & external partners**
Referred by social services,

The client case will be referred to Learning Disabilities Expenditure & Accommodation Panel

The case is then referred to the Brokerage team

No suitable voids identified

Proposal from Brokerage/social worker to consider use of new accommodation outside of voids

Successful

Supported living

Supported living

Unable to source appropriate provision

Private rented accommodation with funded outreach support

Suitable voids identified

Supported living

Supported living

* The Prevention Hub services clients are referred to, are dependent on their needs.