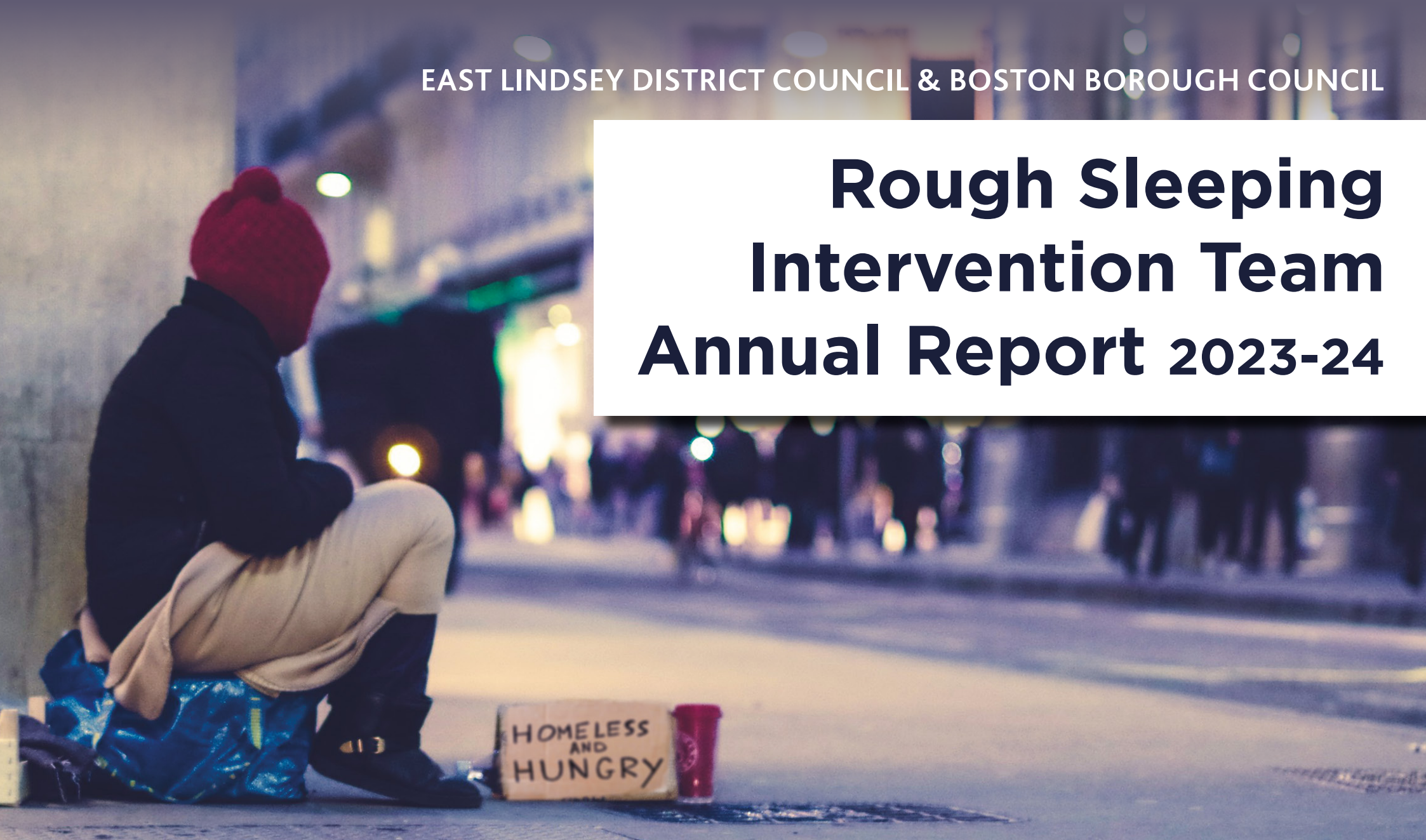


EAST LINDSEY DISTRICT COUNCIL & BOSTON BOROUGH COUNCIL

# Rough Sleeping Intervention Team Annual Report 2023-24



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# Introduction

The Government has provided significant funding to help to end rough sleeping, but sadly the number of people on the streets continues to increase.

No one should have to sleep rough but this is still the case and will likely continue increasing without significant investment.

There are many reasons why someone might sleep rough including:

- Lack of suitable accommodation
- Lack of support including from family and friends
- Complex and chaotic lifestyle including trauma
- Loss of all accommodation options
- Being taken advantage of because of vulnerabilities
- Unresolved health issues including poor mental health
- Substance misuse
- Not legally entitled to housing or benefits
- Debt and the cost of living crisis
- Unprepared to accept help
- Cycle of offending and being street homeless on release
- Unable to sustain a tenancy due to lack of life skills
- Entrenched rough sleeping and unable to comprehend living in accommodation

Without resolving all of these issues, people will continue to sleep rough.

## Objective

The objective of the Rough Sleeping Intervention Team is to end rough sleeping by helping people who are sleeping rough to quickly access accommodation and support and to stop the flow of people onto the streets.

## Background

The joint service covering East Lindsey and Boston was established in June 2021 and is funded until 31st March 2025. Future funding is currently uncertain.

Prior to June 2021, each Council operated their own service. At East Lindsey, this was in-house but at Boston Council, the service was provided by an external partner organisation.

# Strategic Highlights

## Lincolnshire Homelessness and Rough Sleeping Strategy 2022-27

The Lincolnshire wide strategy was approved by both Councils late 2022 and set out the five priorities, these being, Prevent, Protect, Partnerships, Place and Plan. Regular strategic meetings take place to complete the actions of the strategy.

## Ending Rough Sleeping Delivery Plan

The service has to provide the Government (MHCLG - Ministry of Housing, Communities and Local Government) with an annual Ending Rough Sleeping Plan.

The plan is written following a self-assessment and sets out what is working well, what has been challenging and what the Councils will do to overcome the challenges.

Completion of the plan helps MHCLG to better understand the service, challenges, successes and informs future discussions with the MHCLG Rough Sleeping Advisor. Monthly data is provided to MHCLG on the number of people rough sleeping, how many have been placed into accommodation and much more, giving an accurate picture of the current situation.

## Partnerships

Without the support of a wide range of organisations, successes would have been very limited.

The team have established good working relationships with many agencies and services, some of whom are listed below. There are also bespoke services created by volunteer and faith groups.

- BBC & ELDC Accommodation Team
- BBC & ELDC Housing & Homeless Team
- BBC & ELDC Housing Register Team
- BBC & ELDC Community Safety Team
- Beam Café, Boston
- Boston Neighbourhood Team & NHS
- Centenary Church, Boston - Wellbeing Hub
- Centrepoint Outreach, Boston
- East Coast Homeless Outreach, Louth
- ELDC Vulnerable Adults Panel
- Framework - Rough Sleeping Accommodation programme
- Framework Floating Support Service
- Framework, Medlock House
- Hope House, Mablethorpe
- Light House Project, Louth
- Lincolnshire County Council
- Lincolnshire Housing Partnership
- Lincolnshire Partnership Foundation Trust
- Lincolnshire Police
- Lincolnshire Recovery Partnership
- Lincs Digital
- Longhurst Group
- Community Connectors



- New Life Centre, Spilsby
- Platform Housing Group
- Private Landlords and B&Bs
- Probation Service
- PSPS Customer Services
- PSPS Housing Benefits Team
- Restore Church, Boston
- Restore Hub, Skegness
- Salvation Army Corps, Skegness
- Salvation Army, Witham Lodge Skegness
- The Storehouse, Skegness
- Trinity Church, Louth

Significant support has also been provided by:

- Councillor Gray (ELDC) Portfolio Holder for Housing, Communities and Better Ageing
- Councillor Baxter (BBC) Portfolio Holder for Housing

### Accommodation funded from Rough Sleeper Initiative (RSi) Grant Funding

The provision of accommodation and support is essential. Without it people will remain on the streets long term. Supporting people who are in accommodation is often easier and safer for our staff than working with people who are on the street.

The range of accommodation in both East Lindsey and Boston enables individuals with low to high support needs to be accommodated as well as those with a pet, usually a dog.

Couples can be placed in the self-contained properties if required and the provision of some two bed properties enable some of



the people to have access to their children to develop those relationships.

Each occupant is actively encouraged to volunteer or find work and thus contribute to the local community as well as support them onto independent living.

The team have continued working closely with The Salvation Army in Skegness and have funded access to two rooms specifically for rough sleepers. This accommodation includes support for people with medium to high needs. This has enabled the rehousing of some of the more challenging clients from within East Lindsey with the most complex needs.

Six units of self-contained accommodation are now leased from Platform Housing Group with properties in Alford, Ingoldmells, Louth and Spilsby. Four properties have been leased in Boston from Lincolnshire Housing Partnership, of which three are self-contained and one shared accommodation which enables five individuals to be accommodated.

Restore Homes (Restore Church) in Boston are funded to provide four rooms in a shared house. Two of the rooms are specifically for people who have slept rough and have no recourse to public funds which means they are currently not eligible for social housing or benefits. However through the provision of accommodation, they can either apply to be considered as eligible for housing and benefits or obtain work so they can fund their own accommodation.

Additional properties are required and will be leased in both Council areas throughout 2024-2025 if there is sufficient funding.

## Rough Sleeping Accommodation Programme (RSAP) Funding

The RSAP funding was awarded to Framework in 2021 to provide accommodation for people who are sleeping rough, who have previously slept rough or are at risk of sleeping rough.

There are six self-contained units in Skegness and nine self-contained units in Boston. Occupiers can remain in the accommodation for up to two years which provides sufficient time to help each tenant to develop their tenancy sustainment skills ready for move on.

The Frameworks Team is led by Mike with Marcia, Team Leader, and Nick who is the Support Planner. They have embraced the challenges and overcome them with professionalism and empathy which has resulted in positive outcomes for the tenants.

## Severe Weather Emergency Protocol (SWEP) Accommodation

The protocol is activated during periods of severe weather meaning all rough sleepers should be offered temporary accommodation whilst the protocol is activated. This includes people who are usually not legally entitled to housing.

The team check the temperatures daily from October to April and when the temperature falls to zero or below for three or more consecutive nights, the protocol is activated.

Everyone known to be sleeping rough is offered accommodation where safe to do so and informed where they can go during the daytime to keep warm.

When required, funding is provided for additional staff or security personnel to help manage risks as well as providing camp beds, sleeping bags, hot food and drinks plus a flask, warm hats, gloves, and socks to take with them the following morning.

### East Lindsey

2023/24:

- 35 people referred for assistance under SWEP
- 10 people accepted the offer of either Witham Lodge or The Salvation Army Corps
- 25 people refused SWEP provision

### Boston

2023 - 2024:

- 20 people referred for assistance under SWEP
- 13 people attended and placed into Framework Hostel or a B&B
- 7 people refused SWEP provision



## Why do people refuse SWEP accommodation?

Some people believe that under SWEP arrangements they are going to be placed in a hotel / B&B so they contact the Council and state they are sleeping on the streets. However, when they are offered SWEP which is usually dormitory style accommodation, they refuse the provision and stay with friends. B&B accommodation will be used when required and relevant risks can be managed.

Some people who are sleeping on the streets during periods of extreme cold will ask their friends to let them sofa surf during the cold weather and decline assistance from the Council.

The people who refused the offer had not been verified as sleeping rough and were probably sofa surfing rather than sleeping rough, however if the team are uncertain as to whether they have somewhere to stay, they will be offered SWEP accommodation.

During periods of extreme heat, rough sleepers are issued with water, suntan lotion and advised where they can go during the day to get out of the heat.

## Deaths on the streets

Unfortunately, people do die on the streets, two deaths were recorded in East Lindsey and one in Boston.

The deaths in Skegness were two people street homeless, one was a drugs overdose as they had taken contaminated drugs, even though they were warned about this drug being sold

on the streets. The other death was a heart attack and this person was well known in the town and he had been sleeping rough for many years; refusing all housing options and was a prolific drug user.

The death in Boston was a person who had no right to reside meaning they were not legally entitled to housing or benefits. The Immigration Service and the Rough Sleeping Team were both actively working to help him to either return to his native country or apply to become eligible for housing assistance, unfortunately he did not agree to either option.

***It is vital that the team get people off the street quickly and provided with the appropriate support which will reduce the risk of death, but this does require the engagement of the person sleeping rough, which can often be difficult.***

Staff are provided with support when one of the team's clients, former or current, have passed away.

## Annual Count

The Government requires each Council to conduct an annual count, and this usually takes place in October or November of each year. The count is overseen by Homeless Link, a national homelessness organisation.

The 2023 count for all Lincolnshire Councils took place on the night of the



14th November 2023 into the morning of the 15th November.

The number of people reported to be sleeping rough was:

East Lindsey: 2023	9
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This was the same figure as 2022.

Boston Borough: 2023	15
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This was an increase of 10 from 2022.

## Outreach

The annual count is a snapshot on one night of the year which does not provide an accurate picture of what's happening throughout the year. The teams usually go out early mornings twice a week in both East Lindsey and Boston Borough to look for people who are known to be sleeping rough or have been reported.

The team are aware of rough sleeping hot-spots so will check these locations regularly.

Many reported rough sleepers are not found, and this could be because they

have moved on or aren't sleeping rough, or the location provided isn't specific enough, such as they are on Skegness beach or along the river Witham. The team will ask for landmarks, street names to narrow down the search and What3Words locations if known.

Some people believe that if they state they are sleeping rough even though they are not, this will enable them to be rehoused quicker by the Council and don't realise that the Council will go out to try and find them. False reports waste the team's valuable time.

If someone is genuinely sleeping on the streets and the team have been provided with a location, they will nearly always find them because they go out very early in the morning, before the rough sleeper has woken and moved on. If they can't be found the team will ring them, if they have a phone, from the reported location to make sure they haven't missed them if they are well hidden.

## The Team

Without our dedicated and skilled staff who go above and beyond to support their clients, the Councils wouldn't have been able to identify and support the people who are living on the streets.

This is often a thankless task dealing with people who can be rude, aggressive, and ungrateful but with time and support they do generally start to engage and can move on with their lives more positively. Staff are patient and aware that some clients will take backward steps including damaging the accommodation, but they will still be there for them and continue moving forward with the individuals support plan.

Some individuals are not ready to accept the support and the responsibilities of a home; but the team will keep in touch and continue to engage with them. When they are ready to accept help, the team will be there to start the process again and support them into accommodation. This will include helping our clients to learn the skills they need for everyday living which can help them avoid repeat homelessness.

Some of the team have moved onto other posts within the Housing and Support Solutions service making use of the knowledge and skills they gained within the Rough Sleeper Team to good use in their new roles.

## Previous colleagues who left during 2023-24

Lynn, Beth, Sally, Mirela, Ben and Marcus.





Service Manager  
Housing and Support Solutions  
Jason Oxby

Team Leader  
Rough Sleeping Intervention  
Carol Rippin

### Senior Tenancy Support and Resettlement Officers

Kerry (ELDC)

Mark (BBC)

### Tenancy Support and Resettlement Officers

Mark (ELDC)

Leanne (BBC)

Lauren (ELDC)

Jim (BBC)

Tony (ELDC)

Fay (BBC)

Leanne (ELDC)

Callum (BBC)

### Life Skills Support Officer

Beth (ELDC & BBC)

## Funding

The current funding from the Government ends on the 31st March 2025. Without further funding the service will end.

**For the period 1st April 2022 to 31st March 2025, the service was awarded up to £2,203.521. For 2024/25, the grant was reduced by nearly £102k because the Government expected rough sleeping to have reduced.**

The grant enables the provision of staff, accommodation and funding to assist with preventing or relieving homelessness.

## Referrals

The team receive referrals from members of the public and a range of organisations as well as direct contact by some rough sleepers.

### ELDC:

- April 2022 to March 2023 - 372 referrals received, this consisted of 279 individuals
- April 2023 to March 2024 - 440 referrals received, this consisted of 362 individuals

This is an **increase** of 68 referrals and 83 individuals being referred.

- People referred once - 270, referred twice - 32, referred three times - 12, referred four times - 2, referred five times - 4
- People who have been referred into the service; no name given - 42
- The number of people verified to be sleeping rough during 2022 to 2023 was 129 and this has gone up in 2023/24 to 167

### BBC:

- April 2022 to March 2023 - 303 referrals received, this consisted of 117 individuals
- April 2023 to March 2024 - 363 referrals received, this consisted of 233 individuals

This is an **increase** of 60 referrals and 106 individuals being referred.

- People referred once - 151, referred twice - 26, referred three times - 6, referred four times - 4, referred five times - 5
- People who have been referred into the service; no name given - 41
- The number of people verified to be sleeping rough during 2022 to 2023 was 132 and this has gone up in 2023/24 to - 146

Some people sleep rough more than once and this is often following finding a friend, family member or new partner to move in with, who then subsequently asks them to leave. In Boston Borough, this is often following obtaining work which might have accommodation tied to the job, and then they get laid off, resulting in homelessness.



# Location of People Sleeping Rough

The chart below shows the areas where the team have checked; how many referrals received for someone sleeping rough; also the number verified in that area.

## East Lindsey

	Referrals Received	Individuals Verified
Alford	5	0
Chapel St Leonards	7	4
Coningsby	1	1
Farlesthorne	1	0
Hatton	1	0
Horncastle	6	0
Huttoft	2	0
Ingoldmells	18	3
Louth	46	8
Mablethorpe	42	8
No Location given	12	0
North Thoresby	1	0
New York	1	0
Saltfleet	5	0
Skegness	274	142
Spilsby	5	0
Sutton on Sea	8	0
Tetney	1	0
Theddlethorpe	1	1
Trusthorpe	1	0
Winthorpe	1	0
Woodhall Spa	1	0
<b>Total</b>	<b>440</b>	<b>167</b>

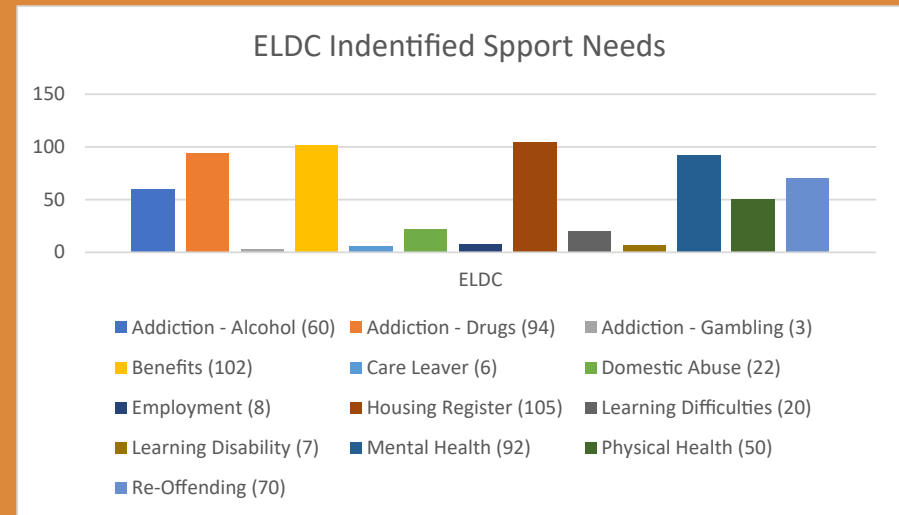
## Boston Borough

Nearly all reports are for people sleeping rough in Boston with a few cases being in Sutterton, Fishtoft and Freiston. The largest area to check is Witham Park, however, there are hotspots along the Forty-Foot drain that are regularly checked.

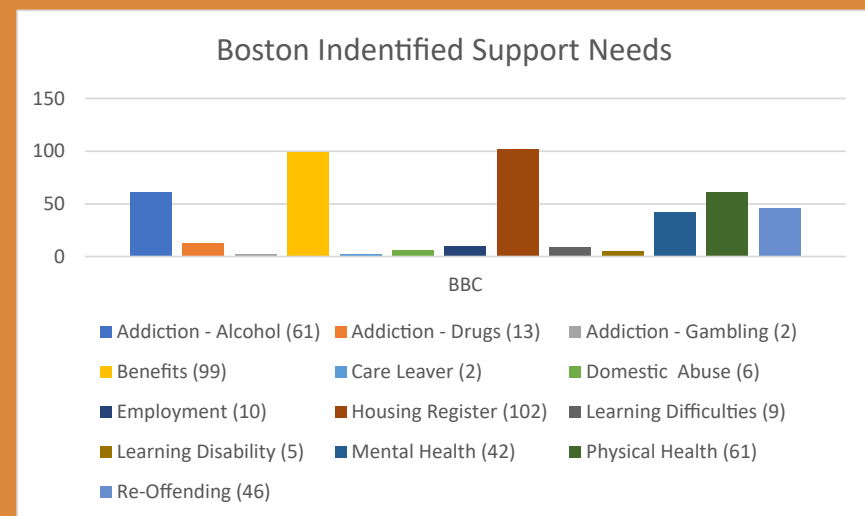
# Support Needs

Both teams assess each person to identify their support needs. Considering that the team are asking the rough sleeper to tell a stranger their personal information, it does take time to establish all support needs. Therefore, their support needs do change once a working relationship has been established and many people will have multiple needs.

## ELDC



## BBC





# Advice and Support

Every person verified as sleeping rough is offered an assessment so that their support needs can be identified, as well as the life skills they will require to enable them to sustain a tenancy and maintain their own wellbeing in the future.

They are also offered help to make a homeless application to the relevant Council as this provides them with a Housing Officer / Homeless Officer who will assess their case and make a legal decision on what assistance, if any, they are entitled to under the Homelessness legislation which could include the provision of accommodation.

Some people have been through the process previously and see this as a waste of time. However, the team can support them through the legal process and be their voice, not only for housing but also any other agency/service who they may be entitled to assistance from to help them off the streets.

Many find it hard to trust anyone, especially people in authority, whether that is housing, police, prison or benefits. It takes time to build trust and prior to Government funding, options to provide advice and support to rough sleepers was very limited, therefore some people still think the Council won't help

them. There were very few people willing to be their advocate and get them the support they need.

The team is always there to provide advice and support for when the rough sleeper is ready to accept help and change their lives to a life they deserve. Keeping them motivated and focused on their recovery, whether that is mental or physical, or addictions is often challenging but with perseverance, many positive outcomes are achieved.

## Repeat Homelessness

Repeat homelessness can be a common occurrence and an indicator of missed opportunities to help people to access long term accommodation or resolve all the issues which can result in repeat homelessness.

### ELDC

2022/23	93 repeat referrals
2023/24	128 repeat referrals

### BBC

2022/23	186 repeat referrals
2023/24	171 repeat referrals

# Partnership Working

issues such as addictions, mental health and anti-social behaviour.

The team have continued to develop strong working relationships with different organisations, landlords and other Council departments which has helped achieve positive outcomes.

A good relationship has been established and continues with the local PCSOs who will report rough sleepers to the team. They will also support the team with visiting known violent individuals on the street or, if the team have identified a high-risk area, the local neighbourhood police team will go and check the area first to help the team assess whether the area is safe to be accessed.

The most complex cases are referred into ELDC's Vulnerable Adult Panel or the Boston Neighbourhood Team and can be escalated to Lincolnshire County Council's Safeguarding or Team Around the Adult service if required, depending on the relevant route for that individual's situation.

The team work closely with private landlords but accessing sufficient affordable accommodation is still challenging. Further work is required to access more private rented accommodation, especially in Boston.

Significant help and support with accommodating people in East Lindsey has been provided by The Salvation Army Hostel, Skegness, HOPE House, Mablethorpe and Platform Housing Group. In Boston, Restore Homes, Medlock House (Framework) and LHP (Lincolnshire Housing Partnership).

In both areas, significant assistance has been provided through Framework Housing (RSAP accommodation).

The Council's Accommodation Team are continuing to develop relationships with all accommodation providers in both areas including social housing providers and private rented landlords. The aim of the Accommodation Team is to increase and improve access to accommodation including for rough sleepers or those who need to move on from supported accommodation.

A new partnership was established during 2023/24 with the New Life Centre in Spilsby which has resulted in a Community Connector being recruited to work with individuals who are Rough Sleeping across East Lindsey and Boston Borough. The role is being funded by the Rough Sleeping Service with the aim of providing mental health awareness, wellbeing support and improved access to health-related services. Katie, who is the new Community Connector has experience of supporting people with addictions and is also a trained counsellor.

# Challenges

There are some key challenges faced by many which result in more people becoming homeless including rough sleeping. Without overcoming these challenges, ending rough sleeping will not be possible.

**Cost of Living Crisis** - For many people, especially unemployed single people, the crisis has made it extremely difficult for them to afford to have a home of their own including a room in a shared house.

The cost-of-living crisis also affects landlords who have to increase their charges and ensure their tenants can pay the rent. Many landlords are now only willing to offer a home to someone who has a high income and a guarantor and permanent employment rather than short term contracts.

The crisis also makes it more difficult for people to buy a home, resulting in them having to rent privately which puts more pressure on the already overstretched rental market.

***A young unemployed person claiming Universal Credit aged under 25 would receive £311.68 per month.***

	ELDC	BBC
Income (UC)	£311.68	£311.68
UC Housing Element	£300.65	£367.34
<b>Total Income</b>	<b>£612.33</b>	<b>£679.02</b>



Shared accommodation is usually the most affordable option ranging from £450.00 - £520.00 per month; this can include utility bills. If they could find a home at the lower price bracket, they could have as little as £37 a week (East Lindsey) and £52 (Boston) to pay for food and all other costs.

People over the age of 25 will be slightly better off because they would receive a higher amount of Universal Credit.

**Housing Demand** - there is a national shortage of housing resulting in high demand and high rents which makes it very difficult for many people to obtain an affordable home.

Some private landlords who have assisted the Councils to accommodate homeless people are leaving the market because of increasing costs. This includes landlords who own HMO (House of Multiple Occupation) properties which is often the only affordable option for rough sleepers. The sale of such properties could also result in the occupants having to leave and some could end up sleeping rough again.

There is also a massive shortage of one bed social homes being advertised through the Councils Housing Register. The below chart shows the number of one-bedroom social homes advertised during 2023 which are suitable for single people who do not need ground floor facilities and the number of people waiting for this type of property. Some of these properties would have had local connection and age restrictions.

	Advertised	Number on register
Boston Borough	32	492
East Lindsey	29	634

**Local Connection** - because of the shortage of accommodation, much of what is available in the area is prioritised for people with a local connection. This includes supported accommodation and social housing. There are no local connection criteria for private rented accommodation, however the team will prioritise what is available for local people.

Without a local connection, access to accommodation is very difficult. Many people come to East Lindsey and sleep rough, especially in Skegness. They have usually come from the East Midlands and are either passing through or want to make a fresh start in the area and be offered a home.

Within the Boston area, there are fewer people sleeping rough who do not have a local connection; however this has started to increase. Some people will

move to a new area fleeing drug debts and others move to the area for work but do not have any accommodation and sleep rough.

The team will encourage and support them to return to the area where they have a local connection if it is safe for them to return. Most will refuse to return and continue to sleep rough.

**No Recourse to Public Funds** - Some people who have come from abroad are not legally entitled to housing and benefits and this is known as not having recourse to public funds. People with no recourse have to fund their own accommodation, often through finding work but if they lose their job, they can become homeless and end up having to sleep rough. A lot of work is on zero hour contracts meaning they can't obtain accommodation as their work is not guaranteed. They can't pay their rent through Universal Credit when out of work because they are not entitled to it until they have worked and have proof of this work for a period of time and they can then pass the Habitual Residency Test.

The number of people sleeping rough who have no recourse to public funds has been reduced by the team to seven. This has been achieved through supporting them to apply to confirm they are eligible to access public funds. Four of the seven are overstayers and have no right to reside, whom are known to Immigration Services; the other three have the right to work and are being supported by the team to get into work and retain employment,



so that they can then be signposted to accommodation providers as they will be able to pay their rent.

The team led on writing a Lincolnshire procedure in partnership with Lincolnshire County Council about how to support people with restricted eligibility for housing and benefits.

**Non Engagement** - some clients refuse to accept any support or help, abide by rules when placed into accommodation or their expectations are not realistic. The team continue to offer help hoping to find an opportunity to support the person concerned. Some sadly think they are not deserving of help and the refusal of help could be a means of self-punishment. The team do have some people who don't engage as they have a mental health diagnosis and have either walked out of their accommodation, been evicted for their aggressive behaviour or have been discharged to the streets from a mental health unit.

The team will often work with another agency or service to help make that connection. Some people won't engage because they have been let down so many times before and may have been given false promises. The team always say throughout the support 'we can't promise you, but we will do our best, but you need to work with us'.

**Recruitment** - this becomes more difficult towards the end of the funding agreement because only short term contracts can be offered.

The current grant funding ends on 31st March 2025 and currently there is no information from Government about

future funding. This creates uncertainty for staff who will start to look for alternative employment. Without staff the Council can't provide the service.

**Complex Needs** - some clients' needs are very high which can't be met by the current providers of supported accommodation. Some of this accommodation is not suitable for this cohort and some clients are too vulnerable to be placed into hostel type accommodation. Obtaining specialist support such as from mental health services is challenging, even with our Community Connector involved.

Across Lincolnshire, work is on-going to consider how the needs of the most complex can be met. This includes the provision of specialist support and appropriate accommodation.

**Substance Misuse** - the consumption of alcohol and use of drugs is prevalent within the rough sleeping cohort and could have been the cause of their homelessness. Without overcoming the misuse, the person who is sleeping rough will very likely not be able to manage a tenancy, because paying rent and abiding by rules is not likely to be their priority. Funding alcohol and drugs will often be from begging and theft which often results in a criminal conviction.

Some people might take drugs because of past trauma or a means to try and manage mental health conditions. Some rough sleepers do not want to stop the use but when they do, the team will work with them and Substance Misuse services.



## Case Study - Complex Needs

*Z was reported to be sleeping rough in a shop doorway. They had become homeless after being evicted for rent arrears and anti-social behaviour. They had been discharged from the mental health ward onto the streets. They have had at least nine admissions to acute mental health wards since 2020. The referral stated, "they are self-harming, drinking alcohol all day, soiling themselves, terrible cough, sounds very unwell, covered in flies". Z is being aggressive and intimidating towards the general public.*

*Reports of them rough sleeping continue to be received, including from a member of the public who was incredibly irate. The team and other professionals have worked very hard to help Z, but they continue to be abusive and refuse any help including the offer of accommodation and access to clean clothes and a shower. They have been assessed as having capacity to make unwise choices and this is more of a behavioural issue than mental health.*

*The team continue to try and get them to accept help.*

Until treatment services are increased to meet demand and there is a reduction in access to drugs, substance misuse will continue to be a challenge.

**Abuse and threats of violence** - the team have seen an increase in abuse from people sleeping rough including threats of violence towards them. This behaviour is not acceptable and will not be tolerated and helping such people is very difficult. Where the risk to our staff is assessed to be too high and unmanageable, the person sleeping rough will not be assisted. The Council cannot accommodate someone and then expect its staff or others such as B&B proprietors or Supported Housing staff to go into the accommodation to provide support and services when they are at risk of being abused or harmed. Where possible, the team will try and establish the core reason for the abuse and threats to see if these can be overcome.

**Limited Options** - because of unacceptable behaviour such as anti-social behaviour, use of drugs and violence or failing to abide by rules, some people exhaust all housing options in the area. This includes being evicted from supported accommodation, social housing and private rented, and until they are able and willing to change their ways, and evidence they can do so for a reasonable period of time, they will have very limited housing options.

# Outcomes

The team have achieved many successful outcomes for their clients. Across Boston and East Lindsey 143 people were supported off the street with a positive outcome.

The team and We Are With You (addiction service) were successful in gaining funding for two clients to enter a detox programme, to support them in their recovery.

Support to improve relationships is provided when required, and this can lead to the person sleeping rough being able to move in with partners, family or friends.

The team do come across people who say they are passing through the area because they are living a nomadic life and they refuse to give any further details.

Contact is lost with some people because they have a transient lifestyle.

Occasionally, the team come across people sleeping rough who are not homeless. They have a home they can return to, but they may be taking time away due to anxiety, stress and responsibilities of having a home. Where available, the team will refer them to Floating Support services who can help them settle back into their accommodation.

For those people who require support to gain the required skills to sustain a tenancy, overcome barriers, health issues and addictions they will be referred to supported housing

schemes. However, if they already have a home they can be referred to Floating Support. Unfortunately, the demand for supported accommodation and floating support outstrips supply.

The team also support people into work, volunteering or education/training when the time is right.

The length of time they can reside within supported accommodation depends on the provider, as this can be up to six months to no time limit.

The team also support people into work or to build up their resilience by volunteering. The team supported one person into work with tied

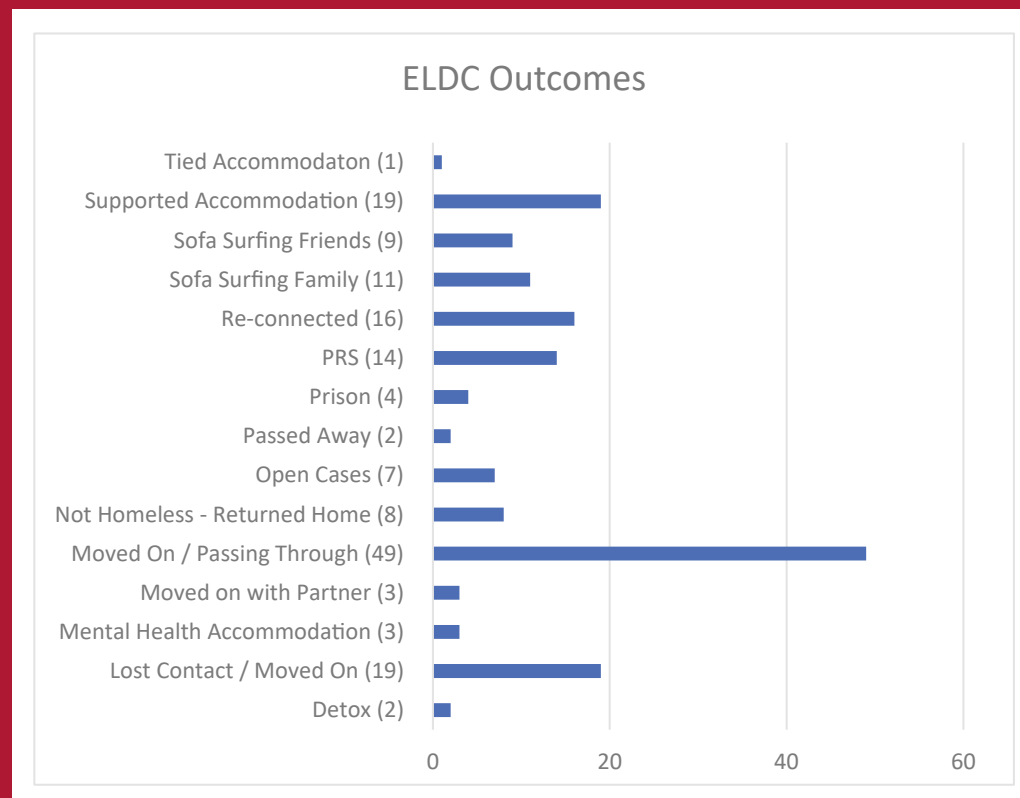
accommodation and a further 10 people back into work.

## Overview of the open cases at 31st March 2024:

### EAST LINDSEY

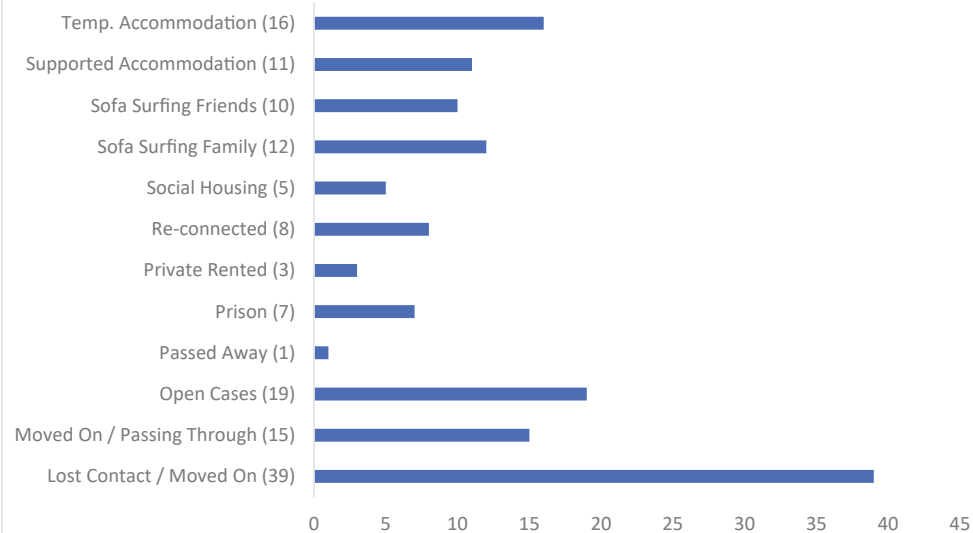
7 cases:

- 2 people (a couple) who make threats to staff
- 1 moving into supported accommodation soon
- 1 moving into tied accommodation once they start their job
- 3 no local connection and currently refuse to engage





BBC Outcomes



## BOSTON BOROUGH

### 19 cases:

- 4 waiting to move into supported housing
- 4 exhausted all housing options in the area
- 4 with no local connection being assisted to reconnect to previous area
- 3 with no recourse to public funds
- 4 refused all offers of accommodation, not willing to engage

# Case study - Positive Outcome

**54 year old male, known to the council and the homeless housing provider for over 10 years.**

He was sleeping on the streets in Skegness and had run out of housing options as his reputation was too ingrained in the local community.

### What was offered

- Referral to The Salvation Army, Witham Lodge Hostel
- Referral to Addiction Services
- Financial/Benefits advice
- Budgeting advice and support
- Mental health advice and support
- GP appointment
- Referral to Restore Hub, Skegness
- SWEP accommodation
- Emergency short term accommodation, for example B&B

### What did he want

- Stability
- Referral to Witham Lodge
- Accommodation
- Financial support
- Support with mental health
- Support with making GP appointments and reminding to attend
- Access to showers and food whilst rough sleeping
- A place to stay when it gets cold

### Referral to Witham Lodge

**He wanted** - the team to speak with Service Manager and Programme Manager within Witham Lodge.

**Actions** - spoke with the Management Team and they could not take him in as he tried to hit a female worker during his last visit. When he is under the influence of alcohol as he can be very aggressive verbally and physically.

**Outcome** - Referral was still submitted to ensure the decision was recorded.

### Referral to Addiction Services

**He wanted** - help with his addictions and to have the support to attend and reduce his drinking and drug use.

**Actions** - referred into the new Rough Sleeping Addiction service and arranged to attend the drop-in service at Restore Hub.

**Outcome** - attended all appointments and engaged well with the staff and service.

## Financial - ensure he is getting the correct benefits

**He asked** - for support with his finances because he was on a low income as a result of his benefits being reduced due to fines and advance payments.

**Actions** - to find out when the fines and advance payments end and if they can be reduced to help him afford accommodation, if this can be sourced.

**Outcomes** - his benefits have been sorted to get the maximum he is currently entitled to and he was made aware when this will increase following repayment of the fines and advance payments.

## Budgeting

**He needed** - help with budgeting to enable him to be confident to be able to pay the rent, bills and daily living costs.

**Actions** - budgeting plan was undertaken.

**Outcome** - established he could afford to live in a HMO (House of Multiple Occupancy - shared housing) but he would need to continue to get the help from Restore Hub until his income increased.

## Mental Health Advice and Support

**He asked** - for someone to talk to and help him with his mental health which is still ongoing.

**Actions** - referred to the Community Connectors within The Storehouse in Skegness.

**Outcome** - he worked with them and referred to steps2change.

## GP appointment

**He wanted** - an appointment with the GP as he had ongoing physical ailments.

**Actions** - He was supported to make and attend an appointment to talk to the GP and get the right help.

**Outcome** - he attended all his appointments and is now on a treatment plan.

## Referral to Restore Hub

**He needed** - a referral to the Restore Hub for showers, clothes, access to laundry, hot food.

**Action** - referral was made to Restore Hub and he continues to attend.

**Outcome** - He is working well with the Rough Sleeping Team and staff at Restore. He enjoys going to the Restore Hub for the social side which is helping to reduce loneliness.

## SWEP - Severe Weather Emergency Protocol

**He needed** - a place to stay when the weather was at its coldest.

**Actions** - he was offered a camp bed, hot food and drink within The Salvation Corps (church) via the Rough Sleeping Team. Rules were explained to him regarding the admission, the overnight stay and the sign out in the morning.

**Outcome** - he attended at the correct time, he was not under the influence meaning he could be admitted and

received some hot food and drinks. He engaged well with the Rough Sleeping staff and the security staff who were there overnight to control the event.

## Accommodation

**He wanted** - stability and accommodation, in a safe environment that was affordable and where he would not be lonely or cuckooed by drug dealers.

**Actions** - placed in a B&B with another rough sleeper who he got on well with,

to try and keep him busy and have a good influence on him. He managed the room well, but he was still begging.

**Outcome** - The team sourced a property for them both to move into which made it more affordable and the stability continued. He is still in the accommodation and is working with all agencies.

**The staff are proud of this gentleman and his progress and continue to support him on a weekly basis and he is doing well.**

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# Case Study

## - Negative Outcome

### 69-year-old male found sleeping rough in Boston

He uses drugs and alcohol. It was believed he had associates who would encourage him to supply drugs to people that he knew when he had his own accommodation.

He keeps himself clean and tidy and normally presents well.

He was begging in town when he was sleeping rough and the Police and PCSOs were trying to help him and advised him to stop begging.

He had been evicted from social housing and all of the supported housing in the area.

His housing options are limited; he needs to engage and comply with all support and advice to enable more housing options to be available.

To be reconsidered for social housing, he would need to evidence he could sustain a tenancy for a reasonable period, including paying his rent on time, and to refrain from any anti-social behaviour.

### What was offered

- Financial Advice & Support
- Referral to Framework Medlock House Hostel
- Referral to Mental Health services.
- Medication review with GP



- Referral to Team Around the Adult (TAA) meeting
- Offered temporary accommodation (B&B)
- Advice on financial abuse



### What did he want

- To have a home where he could have his 'friends' stay over
- To improve his physical health
- The council to help his female companion who was also homeless

### Financial Advice & Support

**He stated** - he was only getting the Pension credit.

**Actions** - Investigations were done to ensure he had all benefits in place. It was confirmed he would be able to claim Housing Benefit to pay all or part of his rent if he and the team source accommodation.

**Outcome** - He already had the maximum benefits he was entitled too.

### Referral to Medlock House

**He agreed** - to the team having a discussion with Framework to enquire whether they would offer him a room.

**Actions** - A discussion took place with Framework. They would consider him if he could show that he had changed his behaviour and was willing to engage fully with support.

**Outcome** - He was advised of their conditions and refused to be referred to Medlock House.

### Referral to Mental Health Services

**He stated** - he was struggling with depression and anxiety.

**Actions** - to discuss his options and refer him to the Neighbourhood Team regarding his mental health and interventions.

To make an appointment with his GP and take him for support.

**Outcome** - he decided he did not need any support and declined assistance.

### Medication review with GP

**He agreed** - to have an appointment to review his medication.

**Actions** - Made appointment with GP.

**Outcome** - medication reviewed and changed.

### Team Around the Adult (TAA) multi-agency meeting

**He agreed** - that the team could refer him into the TAA.

**Actions** - meeting was arranged with the Co-ordinator.

**Outcome** - Meeting took place and actions agreed.

### Placed into temporary accommodation

**He stated** - he would not go into any accommodation unless he could take his companion with him as he was concerned for her safety.

**Actions** - he was offered a B&B out of the centre of town, and he could have his companion to stay when required.

**Outcome** - he worked well with the team and it was decided to place him into the team's supported emergency room within Restore Homes. He was made aware of the rules for the accommodation which included: no visitors and no drugs or alcohol to be brought onto the property.

On the first night his companion and other people went to his room and used drugs and alcohol. They were seen on CCTV coming and going over 3-4 days. The team had concerns for the safety of the other residents as it looked as if they had moved into his room (cuckooed him) as they had the code to get into his room.

The team went to the property to meet with him. The other people were in the room and it had empty cans and used needles and other drug paraphernalia

all over. The people were asked to leave. He was spoken to and informed that if he continued to break rules, he would be asked to leave. The situation did not change, and he was given the option to stay and abide by the rules, but he chose to leave.

### Advice on financial abuse and cuckooing

**He stated** - that he had his card taken from him and all his money withdrawn from his bank account, and he also stated that he feels he has to let people stay when he is housed as he feels sorry for them.

**Actions** - advised him to change his pin number, took him to an ATM to change this to a number he could remember.

Discussed the issue with people asking to stay when he is housed and asked him how many times they had let him stay in one of their properties when he was sleeping on the streets. He stated that no one had let him stay except for a really old friend who let him stay when the weather was really bad, otherwise he was on the streets.

**Outcome** - As he had changed the pin number to his card, no one could take his money now.

The gentleman, was placed in the B&B out of the centre of town to reduce the opportunity of his associates taking advantage of him.

**Safeguarding** - referral made with concerns over the financial abuse, as he had capacity and was making unwise decisions the referral was not accepted.

# Myth Busting:

There are many myths about rough sleepers:

Myth	Question	Myth-Buster
Only people on the streets are rough sleepers	What is rough sleeping?	Rough sleeping refers to people who live on the streets and who sleep in places that are not designed to be slept in (for example building doorways, bus-shelters, parks, under-passes, cars and car parks etc).
It's the homeless person's fault they are sleeping rough	What causes rough sleeping? Do rough sleepers actually want help?	There are many reasons why a person may end up living on the streets. Financial stress, including job loss and gambling, housing affordability and relationship/family breakdown are the top reasons for homelessness. Illness, such as untreated mental health or other chronic health issues, problematic alcohol, drug or substance abuse, are additional factors that may result in some people sleeping rough. Sometimes, people choose not to engage directly with services. Support workers will then offer alternative methods of support, e.g., if a person will not accept food from the service, it can be provided through someone else they trust, such as a mental health worker, Addiction worker or Faith Group.
The rough sleeper has said no one is helping them.	Why hasn't the Council helped a rough sleeper off the street	It is rare that the Council isn't aware of someone who is sleeping rough. Everyone is offered somewhere to live but sometimes they refuse help because it doesn't meet their requirements which can sometimes be unrealistic and not achievable.
Rough sleepers sleep on the street because they have nowhere else to stay	Why would people sleep on the streets if they have somewhere else to go?	Some of the people you see sleeping rough may have their own accommodation. However, personal issues such as isolation, mental health or drug/alcohol use may prevent them from using their property as they normally would. When this happens, homelessness services, mental health services, and other services can work together to offer wrap-around support to help the person to sustain their accommodation.
All beggars are homeless	Why do people sit on the street begging if they are not sleeping rough?	Some people who have a home will sit on the streets looking for the public to give them money before going home at the end of the day. This could be to feed their habit, whether that be for drugs, alcohol or gambling. When people are entrenched with their addiction, they are willing to sit out in all weathers to get the money that they need. Some people come from away and sit all day in the busy summer season as they can collect hundreds of pounds and then return home.
There is nothing I can do. It's not my responsibility.	What should I do if I see someone sleeping rough?	If you are concerned about someone you see sleeping rough, please contact BBC: 01205 314200 RSI Team email: RSI@Boston.gov.uk ELDC 01507 601111 RSI Team email: RSI@e-lindsey.gov.uk
Handing out spare change helps rough sleepers	Should I give my loose change to a beggar?	It is your personal decision if you wish to give money. You can help in other ways. In fact, helping vulnerable members of the community is everyone's business - it is not something the Councils can fix alone. Firstly, treat people sleeping rough with dignity and respect. You can provide support by buying a copy of the Big Issue from a vendor, donating directly to services such as a food bank. The cash is often used to fund destructive drug habits and there are cases where people have turned down a bed and not turned up for important appointments as they are obsessed with begging as they might miss out on some money. Instead of giving them money offer a sandwich or a coffee, if they refuse you know not to give them money. Most importantly refer them into the Rough Sleeping service.
Every death on the street could have been prevented by the council	Could the death have been prevented?	For most cases, yes it could be prevented, but this requires the rough sleeper to be reported to the Council and for the Rough Sleeper to accept help. The team can't force people to accept help.

# HOW CAN YOU HELP?

If you are aware of someone sleeping rough or you are sleeping rough – the more information you can give the quicker, we can locate them and start the process.

## 1 CONTACT THE ROUGH SLEEPING TEAM (RSI)

### EAST LINDSEY:

- Call 01507 601111
- Email: [rsi@e-lindsey.gov.uk](mailto:rsi@e-lindsey.gov.uk)

### BOSTON BOROUGH:

- Call 01205 314200
- Email: [rsi@boston.gov.uk](mailto:rsi@boston.gov.uk)



## 2 GIVE A PRECISE LOCATION

- Use 'what3words' app
- Take note of any landmarks
- Road names
- Tent colour
- Sleeping bag colour



what3words

## 3 GIVE A DESCRIPTION OF THE PERSON

- Clothes
- Hair colour and length
- Accent
- Height and build



## 4 IF THE PERSON IS IN A VEHICLE SLEEPING ROUGH

- Registration number
- Make, model and colour of vehicle
- Location parked



# NEVER PRESUME WE ARE ALREADY AWARE OF THIS PERSON