

Rough Sleeping Initiative: Memorandum of Understanding

Tower Hamlets

Agreed: 05/02/20

Signatories

SIGNED for and on behalf of

SIGNED for and on behalf of

The Secretary of State for the Ministry of
Housing, Communities and Local
Government

Tower Hamlets

Name Catherine Bennion

Name

Position Deputy Director for
Homelessness and Rough
Sleeping Delivery

Position

Signature

Signature

Date

Date

1. Purpose of the Memorandum of Understanding

1. This Memorandum of Understanding (MoU) has been drafted to set out the principles and practices that will apply to the working relationship between MHCLG and Tower Hamlets with regard to delivering Rough Sleeping Initiative (RSI) funded services.
2. This new fund, to cover the 2020/21 financial year, combines the RSI and Rapid Rehousing Pathway (RRP) into a single, streamlined funding programme. The fund is designed to support the establishment or enhancement of coordinated local services, based around the Rapid Rehousing Pathway model, for rough sleepers or those at risk of sleeping rough, with the aim of reducing and, ultimately, ending rough sleeping in England.
3. The MoU sets out the monitoring arrangements and responsibilities, accountability, governance structures and financial arrangements of the project.
4. This MoU guides future relationships and is subject to review where appropriate to ensure that it continues to reflect activity on the ground.
5. While this document is not a legal or binding agreement, all parties are committed to honoring it. The agreement will need to be updated to take account of any possible future changes in the wider relationship between the parties involved.
6. The document outlines the actions which are necessary to provide Government and local partners with assurance that decisions over funding are proper, transparent, and that they deliver value for money. In performing their respective roles, the parties will continue to ensure that they act in a manner that is lawful, transparent, evidence based, consistent and proportionate.
7. The funding allocated as part of the RSI should in no way be used to fund support activities or provisions that would be deemed unlawful. If you are unsure if your intended use of funding will be within your legal powers you should seek clarity with your lawyers. If this will change the amount of funding you require this should be discussed before signing the MoU.

2. Funding Composition and Payment Mechanism

8. Funding for this project will be provided by MHCLG directly to Tower Hamlets via a Section 31 Grant Determination.
9. Total funding for the financial year 2020/21 is £635961 to be paid in 2020. Total funding is comprised of £0 capital funding and £635,961 revenue.
10. This allocation will be split into two payments, both to be paid in 2020. The first tranche will be confirmed immediately upon signature of this MoU and paid as soon as possible afterwards.
11. The second tranche of funding will be paid in October and is dependent on:
 - a) Whether the agreed actions upon which the first payment was made have been completed. The agreed actions will be covered in the delivery plan.
12. This funding is for the sole purpose of delivering RSI funded services in Tower Hamlets and the areas associated with the submitted proposal.
13. It is Tower Hamlets's responsibility to provide assurance to their MHCLG account manager that funding is accounted for and is only applied to activity agreed in the delivery plan.

3. Governance, Monitoring and Reporting

Governance

14. MHCLG's Principal Accounting Officer is accountable to Ministers and Parliament and the Department will therefore require Tower Hamlets to provide performance reporting of projects funded through the programme.
15. In MHCLG the funding set out in this MoU will be managed at a strategic level by either an RSI or HAST adviser or a policy official.
16. For Tower Hamlets the rough sleeping coordinator, or equivalent lead officer, will have oversight of the programmes listed in this MoU.
17. Where Tower Hamlets identifies significant risks or issues of financial or delivery under-performance those must be escalated to the Head of Rough Sleeping Delivery in MHCLG for resolution.
18. Tower Hamlets and MHCLG will hold regular monitoring meetings to discuss progress and performance across the programme in this MoU.

Monitoring and Reporting

19. Tower Hamlets will appoint an account manager who will be responsible for providing monitoring and performance reports which will include:
 - A summary of progress made on each funded intervention in this MoU.
 - High level outcomes for each funded intervention.
20. In addition, Tower Hamlets will carry out a street count or informed estimate every 2 months during the funding period in order to keep close track of how many people are sleeping rough in your area. As with the annual rough sleeping statistics, these figures constitute a snapshot of those sleeping rough on a single night and are not intended to capture all those seen over a period of time. However, these counts are for management information purposes and will not be published or verified by Homeless Link. If you wish to carry out an informed estimate rather than a count, this must be agreed with your adviser. Further guidance on this will be provided separately.
21. Tower Hamlets and MHCLG, during the delivery of the RSI, will conduct an evaluation (detail to be agreed) to inform transformation and enable learning to be shared elsewhere. Tower Hamlets will supply data and participate in this evaluation.

4. Interventions

22. The types of interventions we are supporting through the RSI 2020/21 fund and have supported through the RSI and RRP to date, can be classified in four different groups which support the establishment of a coordinated pathway. We expect all local authorities to adhere to the following principles and practice when delivering these interventions. They are:

- a) Street-based response. Assertive outreach that performs a function intercepting and engaging with those who are sleeping rough in order to direct them into services away from the street. This is the crucial first stage in getting people into a pathway of services and while there is no one model for delivering such provision, the following features are advised:
 - I. An unrelenting commitment and focus on ending homelessness and ability to bring in support from other local services to achieve this.
 - II. Outreach shifts that correspond with patterns of rough sleeping in a local area; these should be dynamic and respond to seasonal and other changes including early morning and/or night time coverage.
 - III. A personalised approach focussed on client need, including in particular those who are the most difficult to engage, rather than being driven by institutional restrictions. Teams should work flexibility to find solutions and be focussed on achieving outcomes for individuals.
 - IV. The ability to gather data from the street and use it to influence the operation of all other services downstream.

- b) First stage accommodation. The first line of accommodation providing a safe space away from the street, mitigating the risks individuals face when sleeping rough. There are various models of shelter provision and rapid assessment hubs and they will need to be tailored to local need. The approach we have piloted through the RRP is the Somewhere Safe to Stay approach, for more detail see the RRP prospectus.

- c) Housing support and housing-led solutions. Options for the supply of longer-term accommodation options. These tend to be most appropriate for clients with lower and medium needs. They work best when combined with appropriate floating support, particularly for more complex clients. Services can include:
 - I. Local Lettings Agencies which work to make the most efficient use of local rental accommodation, brokering relationships with landlords and managing properties if necessary. They can also include flexible funds to enable clients to access accommodation and provide reassurance to landlords, such as rent deposits. Crucially they

unlock housing supply that would otherwise be out of reach for this cohort. See the [RRP prospectus](#) for further details.

- II. Supported lettings tenancy sustainment support, which can include floating support workers and flexible personalised budget funds to support clients to overcome challenges they face in sustaining their tenancy. See the RRP prospectus for further details.
 - III. Housing-led solutions for rough sleepers, or those at risk of sleeping rough, with more complex needs who require intensive on-going support to recover from multiple need such as mental ill health or substance and alcohol misuse and an environment that is flexible enough to promote this recovery.
- d) Specialist Support workers. Relevant at all stages of an individuals' journey through services, specialist workers are skilled at getting the necessary support to those who are most vulnerable and have the most complex needs. This may be through having expertise in a specific work area such as substance misuse or that they play a role in co-ordinating the resources available locally. Such roles may take the form of:
- I. Rough Sleeping Co-ordinators who work to ensure services are interlinked, that data is accurate, reporting information is collected, blockers in an overall system are identified, changes are made as necessary during service delivery and that case plans are in place for identified individuals.
 - II. Rough sleeping navigators who work with a small caseload of individuals with the most complex needs to support them through services. See the RRP prospectus for further details.
 - III. Other specialist roles focussed on issues such as drug and alcohol misuse, mental ill-health and prison leavers.

23. Across all these groups of interventions we expect local authorities to embed preventative action for those at risk of sleeping rough, not just for rough sleepers. This could include liaison and diversion approaches from hospitals and prisons and work with accommodation providers to reduce short notice eviction.

24. We also expect local authorities to work proactively and flexibly with other local authority areas seeking to reconnect rough sleepers who do not have a local connection where they are sleeping rough, and do have a local connection to the area to which they are being referred.

5. Non-UK Nationals

25. Regarding the provision of support to Non-UK nationals we expect local authorities to be aware of the legal restrictions that can apply when offering assistance to this group, depending on their immigration status (for example, the restrictions contained in Schedule 3 to the Immigration and Asylum Act 2002).

6. Data Protection

26. MHCLG and Tower Hamlets will co-operate with one another to enable each party to fulfil its statutory obligations under the General Data Protection Regulation (EU) (2016/679) as amended, superseded or replaced from time to time.

27. Nothing in this MoU is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, constitute either party as the agent of the other party, nor authorise either of the parties to make or enter into any commitments for or on behalf of the other party.

7. Delivery Plan

Funding rolled over into 2020-21 from 2019-20's RSI and RRP allocations is: £76,516. This has been removed from your total funding allocation of £712,477 to provide a final total of £635,961 as set out at paragraph 9.

Rough Sleeping Initiative Delivery Plan					
Lead Local Authority		Tower Hamlets			
	Outputs (Please detail expected milestones and deliverables required to make each element operational)	Cost (Not applicable to all outputs)		Delivery Date (not applicable to all outputs)	Comments (as appropriate)
		Revenue (e.g. training, staffing)	Capital (e.g. equipment purchase)		
Intervention 1: First Stage Accommodation	1 x Complex Needs Worker from St Mungo's	£43,006	N/A	Already in post	1 x worker already in post
	2 x Winter Crash Pads at Providence Row Charity	£27,242	N/A	01/11/20	£13,621 each.
	1 x Personalisation Budget to provide emergency accommodation and unblock housing options through St Mungo's	£40,000	N/A	N/A	Flexibility and creativity are keys to the success in use of this funding.
Intervention 2: Housing Support and housing-led solutions	1 x Housing First worker recruited and in post at St Mungos	N/A	N/A	April 2020	Recruitment is expected to take 12 weeks from funding announcement
	2 x Housing First workers' salaries via St Mungos	£51,012	N/A	01/04/20	1 x Housing First post already in post. 1 x New post. Total cost of two Housing First workers is £86,012. In principle, DAAT have agreed to match fund the second worker up to £35,000.
	Housing First personalisation budgets held by St Mungos	£9,000	N/A	N/A	This is integral to the success of the scheme. 1,500 x 6 new HF clients. LBTH will match fund £1000 per client through our Resident's Support Grant.
Intervention 3: Specialist Workers	1 x Rough Sleeping Coordinator within Tower Hamlets council	£54,393	N/A	N/A	1 x Rough Sleeping Coordinator already in post.
	1 x Navigator Manager recruited and in post at St Mungos	N/A	N/A	01/04/20	Recruitment is expected to take 12 weeks from funding announcement
	2 x Navigators recruited and in post at St Mungos	N/A	N/A	01/04/20	Recruitment is expected to take 12 weeks from funding announcement
	1 x Navigator manager salary : St Mungos	£28,500	N/A	01/04/20	The cost of the manager is £57,000. This costing is being evenly split between LBTH and the City of London to support the 5 navigators across the two local authorities.
	4 x Navigators salaries: St Mungos	£235,890	N/A	01/04/20	2 x Navigators already in post; 2 x New posts. All 4 posts are shared equally with the City of London.
	1 x Navigators personalisation budgets held by St Mungos	£28,434	N/A	N/A	4 Navigators working with 10 clients each total 40 clients @ £677 per client and the Navigator Manager working with 2 clients @ £677 per client. If clients require additional funding, this will be match funded by the respective local authorities.

	1 x Health Needs Co-ordinator at St Mungos	£54,000	N/A	01/04/20	1x Coordinator is already in post
	1 x Immigration Advice and Support through St Munogs as the lead agency	£22,000	N/A	01/04/20	Partnership already in place between LBTH, St Mungo's and Praxis
	1 x Street Psychotherapist recruited and in post at Providence Row Charity	N/A	N/A	01/04/20	Recruitment is expected to take 12 weeks from funding announcement
	2 x Street Psychotherapists and on-costs in Providence Row Charity	£99,000	N/A	01/04/20	1 x Psychotherapist already in post. 1 x New Post. Providence Row is currently fundraising to match fund 0.5 the 2 nd post.
	1 x Metropolitan Police Support	£20,000	N/A	01/04/20	Section 92 Contract between Met Police LBTH Rough Sleeping Team already in place. Two months to vary this contract from funding announcement.

