

Report for: Cabinet 11th September 2018

Title: The Creation of a Single Homelessness Hub

Report

authorised by: Charlotte Pomery, Assistant Director Commissioning
Steve Carr, Interim Assistant Director Economic Development and Growth

Lead Officer: Gill Taylor, Strategic Lead - Single Homelessness and Vulnerable Adults

Ward(s) affected: All

Report for Key/

Non Key Decision: Key decision

1. DESCRIBE THE ISSUE UNDER CONSIDERATION

- 1.1 This report seeks authority for the Council to take a lease on a property known as 332–334 High Road, Tottenham (“Property”) for use as a co-located Assessment Centre and Hub for single homeless people and those at risk of homelessness.
- 1.2 The current service, which offers 24-hour support and accommodation to 23 newly homeless people or who have been rough sleeping, is provided by St Mungo’s Community Housing Association at Dial House on Tottenham High Road. Dial House has been sold to Tottenham Hotspurs Football Club and vacant possession of the property is required, the Council needs to source a property in which to provide the short-stay Assessment Centre service for single adults experiencing homelessness, from April 1st 2019 onwards.
- 1.3 Alongside this key driver, a number of recent events, reviews and legislative changes have demonstrated the need to rethink the way the Council and partners respond to homelessness triggers, rough sleeping and complex need for single homeless people, and those at risk of homelessness. This work has culminated in the intention to develop a Single Homeless Hub: a physical base for a range of specialist services and staff working in a person-centred way both to prevent and relieve homelessness and to address the health and wellbeing of those with the most complex and interrelated needs in the borough.
- 1.4 Implementation of the proposed Hub will support the delivery of the Council’s new responsibilities towards single people under the Homelessness Reduction Act (2017) and of the commitments set out in the Council’s Homelessness and Rough Sleeping Strategies (2018). It will also facilitate the delivery of the

Making Every Adult Matter approach, endorsed at the July meeting of the Health and Wellbeing Board, to addressing complex and multiple need within the homeless population.

2. CABINET MEMBER INTRODUCTION

- 2.1 We are delighted to present this report, which recommends to Cabinet acquisition of a lease on a property that will both re-provide the supported housing Assessment Centre and create a unique Assessment and Referral Hub for Single Homeless People.
- 2.2 We know that rough sleepers and single homeless people experience some of the worst outcomes of all our residents and are more likely to be unemployed, unhealthy, unsafe and at risk of an early death. The proposals here aim to change that outlook and to offer single homeless people and rough sleepers chances to get the right, flexible and person-centred support and help they need. By creating a safe and holistic environment for single homeless people in the Hub, we will be better able to ensure their accommodation, care and support needs can be met, to offer tools to rebuild valued lives and to reduce the stigma that being homeless brings.

3. RECOMMENDATIONS

Cabinet agrees:

- 3.1 To the Council creating a new service 'The Single Homelessness Hub', which will perform the statutory homelessness function for single homeless adults aged 18 years and over, and offer a diverse range of wraparound services to achieve improved outcomes for rough sleepers, homeless women and young people, as well as others. The existing short-stay Assessment Centre service, provided by St Mungo's Community Housing Association, will be relocated to the same building as the Hub.
- 3.2 To the Council taking two leases (of the ground and upper floors) of the property known as 332-334 High Road, Tottenham at a rent of up to £225,000 per annum for both leases and subject to the Head of Terms, (currently in negotiation) being agreed and subject to any planning permission for change of use; and
- 3.3 To give delegated authority to the Assistant Director of Economic Development and Growth after consultation with the Assistant Director Commissioning to agree the heads of terms and the final terms of the lease;
- 3.4 To the Council to then sublet the upper floors of accommodation in the Property to the commissioned Assessment Centre support provider, which at

present and until January 2020 is St Mungo's Community Housing Association at a rent of not less than £176,000.00 and subject to the heads of terms being agreed; and

- 3.5 To give delegated authority to the Assistant Director of Economic Development and Growth and the Assistant Director Commissioning to agree the heads of terms and the final terms of the sub lease and any management agreement.
- 3.6 To approve revenue funding of £240,000 per year to develop and deliver a Single Homelessness Referral and Advice Hub, as a Council-led service, in the two commercial units of the property.

4. REASONS FOR DECISION

- 4.1 The Council's Assessment Centre for single homeless people will not be able to operate from its current premises at Dial House after April 2019 due to sale by its previous owner and plans for redevelopment by its current owner. New premises, therefore, are required as a matter of urgency to accommodate this service and 23 vulnerable adults for the future.
- 4.2 The property at 332-334 High Road provides both high quality accommodation and space for a Hub service in one building. It offers the right number of bedrooms to facilitate the commissioning of a resource efficient assessment centre, and is well positioned in the borough to maximise accessibility. Securing the premises at 332-334 High Road Tottenham for the relocated Assessment Centre offers a unique opportunity to develop a Single Homelessness Hub. By approving this proposal, there is an opportunity to offer an effective response to prevent homelessness as well as to support those already experiencing homelessness, thereby reducing costs for the Council and the wider public sector in supporting a vulnerable and often complex cohort of individuals.

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1 There is a statutory requirement to provide housing for single homeless people only where they are identified as vulnerable and in priority need under Section 189 of the Housing Act (1996 amended 2002). Haringey like all London boroughs recognises the human, social and economic costs associated with homelessness and the need to ensure that people are adequately supported to recover from it and where possible prevent future instances. Therefore, whilst it would be possible to end the contract for the Assessment Centre service when the lease for the current building ceases and not identify an alternative, this would be out of line with known demand for homelessness services in Haringey, with the Council's strategic objectives to ensure all adults lead healthy and fulfilling lives and with the national approach to single homelessness. Therefore,

continuing without agreeing a solution to the requirement to leave the current building is not considered a viable approach.

- 5.2 It would also be possible to reject this proposal in favour of seeking another building that could reprovide the Assessment Centre but not offer the opportunity to create a referral and advice Hub. However, despite Haringey having its own property portfolio, registered provider partners and established links with landlords and developing organisations, sourcing a building with the required number of accommodation units, which would be suitable for a cohort of single homeless people and would be available on or before the date required, had proved impossible until this opportunity presented itself. Therefore, it is considered not only an excellent opportunity to develop an innovative Hub service, but also a unique opportunity to secure a lease for an appropriate building to reprovide the much-needed Assessment Centre service.
- 5.3 It would also be reasonable to suggest that the proposal be modified, in favour of pursuing a lease on either the accommodation or the commercial element of the building in isolation. However, negotiations with the landlord to date have made it clear that this option is not being offered, due to the reduced likelihood of leasing either part of the building separately with the proposed uses. Therefore, it is considered that the only viable option is to lease both elements of the building as part of one lease because there is not an option available to lease only one element of the space.
- 5.4 The creation of a co-located single homelessness assessment centre and referral and advice Hub is more than a response to the immediate need to relocate the current service. It presents a unique opportunity to build on the extensive strategy and analysis work as part of the Supported Housing Review (2017), Homelessness and Rough Sleeping Strategies (2018), Single Homelessness Pathway Review (2018) and the emerging work of the Making Every Adult Matter Steering Group as well as others.

6. BACKGROUND

- 6.1 Haringey provides supported housing and rough sleeping support for approximately 500 single homeless people every night, in services ranging from short-stay high support hostels to street outreach services, to visiting support in shared accommodation for those nearing independent living.
- 6.2 Homeless people and those at risk of homelessness face a combination of problems that can trigger and prolong periods of homelessness or housing difficulty including debt, relationship breakdown, substance abuse, contact with the criminal justice system and mental ill health. Although many people might

face these issues and not experience homelessness as a result, there are groups of people who are especially vulnerable because of social and economic disadvantage, for example former care leavers, refugees and migrants, disabled people and survivors of abuse. The largest cohort affected by homelessness is white men aged 25-44 years old. However, although single women and people from BAME communities represent a relatively small proportion of the homelessness cohort overall, they are disproportionately affected by stark socio-economic inequality, sexual and domestic abuse, prison release and acute psychiatric hospital stays, which often means that homelessness has a more profound and long-lasting effect.

Dial House Assessment Centre

- 6.3 Supported housing, rough sleeping and support services for single homeless people are commissioned by the Housing-Related Support Team. The Assessment Centre at Dial House is provided by St Mungo's Community Housing Association and is commissioned from this budget. The contract for the service will expire in January 2020, but evidence of demand for the service makes it a cornerstone of supported housing provision in the borough, already confirmed in future commissioning plans.
- 6.4 The Assessment Centre service offers newly homeless people with support needs, and those leaving rough sleeping; a short-term high-intensity supported housing service for up to three months. As the first stage in the borough's Homelessness Pathway, the service helps people stabilise after the initial crisis of homelessness. The primary aim of the service is to assess a person's support needs, and work with them to determine what it will require to reach a housing or supported housing solution. People usually move on from the service into other supported housing, but it is recognised that there are opportunities to divert people away from supported housing and into other types of accommodation.
- 6.5 Dial House is in Northumberland Park ward and until June this year, was owned by Metropolitan Housing Trust. It has since been purchased by Tottenham Hotspur Football Club as part of their ongoing redevelopment of the White Hart Lane ground. The Council, and the current service provider St Mungo's, were informed about the potential sale of the site and as such, attempts have been made to identify an alternative property for relocation of the service by the end of the current lease, April 2019. It has proven very difficult to identify a site with 20-25 units of accommodation and office space that would be suitable and is available.
- 6.6 The building at 332-334 High Road Tottenham is in Tottenham Green ward. It comprises nine flats with 21 rooms in total, a shared lounge, kitchen and bathroom is available in each flat. The building is currently in the final stages of

development and will provide a suitable environment to facilitate positive peer relationships, offer psychologically-informed support practice and build the aspirations of service users towards more positive outcomes. An Assessment Centre in the High Road property has good transport links making it accessible for people from across the borough and is close to a range of relevant local services, such as The Grove substance misuse service and Tynemouth Health Centre.

- 6.7 The Council intends to take two leases of the Property (one for the ground floor and one for the upper parts) each for an initial term of 10 years with a break clause after six years at a rent for both of up to £225,000 per annum. The final terms for the leases, will be set out in the heads of terms document which is being finalised. The Council will make an application for planning permission for change of use of the Property.
- 6.8 It is proposed that the Council sublets the accommodation element of the Property to the commissioned Assessment Centre support provider, currently St Mungo's. The heads of terms are yet to be agreed and a suitable Management Agreement will also be entered into as part of the sub-lease around rent collection, ongoing repairs and cyclical maintenance work for the duration of the lease. This is common practice in the supported housing sector and a range of existing management agreements can be modified for this purpose between the provider and the Council. St Mungo's Community Housing Association have provisionally agreed to this arrangement and are eager to begin negotiation on the particulars, following Cabinet approval of this report. As part of their responsibilities, St Mungo's Community Housing Association will set rent and service charge levels and agree these with the Council's Housing Benefit department.

The Single Homeless Hub

- 6.9 If approved, the HRS Team will design and deliver the single homelessness Hub service as a council-led service.
- 6.10 There have been a number of recent reports and discussions about the issue of homelessness and rough sleeping in the borough, initiated by new streams of data, co-production work with service users and the tragic increase in premature and accidental deaths of homeless people in the borough this year. A number of key statistics highlight the extent of the issue in Haringey:
- There has been a 25% rise in rough sleeping in the borough in the last 12 months
 - Barnet, Enfield and Haringey Mental Health Trust has the highest rate of acute psychiatric inpatient admissions for homeless people in London

- Due to increasing demand, only 35% of single homeless people referred each month are offered a supported housing place
 - The average age at death, for homeless and vulnerably housed people in Haringey, is 41 years old, lower than the national average.
- 6.11 The human, social and economic cost of homelessness is high. On average in Haringey, homeless people remain in acute psychiatric hospital wards and recovery house services twice as long as their housed counterparts, at a cost of £5700 per person to the borough and poorer health outcomes for the individual. The Hub service will ensure people have smoother access to support, will offer a safe space to address complex issues with trained professionals and will enable professionals to make the best use of scarce and expensive resources for those who need them.
- 6.12 The Council, in partnership with Homes for Haringey, have invested significantly in the implementation of new duties under the Homelessness Reduction Act. The Act extends the Council's responsibilities around homelessness prevention and a number of new initiatives have been funded via the Flexible Homelessness Support Grant, a fund allocated to help local authorities test new ways of working and broaden existing good practice to maximise homelessness prevention opportunities and secure a broader range of housing solutions for people who find themselves threatened with homelessness.
- 6.13 In 2017 and again in 2018, Haringey were successful in securing funding from the Ministry of Housing, Communities and Local Government's Rough Sleeping Innovation Fund. We have committed this resource to address key areas of need within the cohort; hidden homelessness, unaddressed health needs and antisocial behaviour.
- 6.14 The development of a single homeless Hub is well aligned with these ongoing projects, programmes and strategies and would complement and build on existing initiatives, enabling improvements in joint-working practices, resource efficiencies and positive outcomes for our vulnerable residents.

Resourcing the Hub

- 6.15 To successfully deliver the activities and outcomes of the Hub, the service will need a specialist staff team and a comprehensive multi-agency delivery model. Much of this is already in place as it has been confirmed that the two existing dedicated Housing Needs Officers and the Supported Housing Pathway Team will continue to provide a comprehensive prevention, assessment and referral service for people who are homeless or threatened with homelessness, in the future from the Hub. In addition, there are a number of posts for which funding has already been committed which will also work from the Hub and therefore optimise the outcomes to be delivered. These will include the Making Every

Adult Matter co-ordinator, a dedicated social worker and a capacity building co-ordinator to work with homeless families and single people around peer led prevention work.

- 6.15 The Hub will also require additional posts to manage the unique functions of the service, including a Hub Manager and Support Officers, to be funded from Flexible Homelessness Support Grant. It is anticipated that after an initial two-year 'test and learn' period, which will include an external evaluation of the outcomes and operating model of the service, all roles supporting single homeless people in the Hub will be reconfigured within the future budget envelope whilst achieving optimal outcomes.
- 6.15 If approved it is proposed to convene a Single Homelessness and Vulnerable Adults Members Reference Group, jointly chaired by the Deputy Leader and the Cabinet Member for Adults and Health. The group will meet quarterly to provide a steer on new and ongoing projects to tackle homelessness, discuss trends in rough sleeping and homelessness prevention and explore opportunities for supported housing development. Once approved a suitable Terms of Reference will be drawn up and Membership identified by the Chairs.

7. CONTRIBUTION TO STRATEGIC OUTCOMES

- 7.1 The Corporate Plan for 2015-18 sets out the Council's overall priorities and programme of work for the period for 2015-18. It identifies housing and social care as two of its five priorities, committing the Council over that period to '*Create homes and communities where people choose to live and are able to thrive*' (Priority 5) and '*Empower all adults to live healthy, long and fulfilling lives*' (Priority 2). Whilst the Corporate Plan will soon be replaced by the Borough Plan, it is likely that these two areas will remain of high priority to the Council. Addressing homelessness, rough sleeping and the needs of vulnerable adults are an important subsection of the Council's housing, health and wellbeing responsibility, which plays a role in delivering positive outcomes across the priorities of the Corporate Plan/Borough Plan and our commitments as part of the Haringey and Islington Health and Wellbeing Board.
- 7.2 The Corporate Plan goes on to define specific objectives under each of its five priorities. The role of the co-located assessment centre and single homeless Hub service would be to address, in particular, the objectives under Priority 5 and Priority 2: to deliver coordinated housing and health interventions that enable vulnerable homeless people to achieve positive individual outcomes that prevent and relieve homelessness, reduce costly and sporadic service usage and build on people's existing strengths to address need at an early stage. This will be achieved by bringing together multi-agency partners to deliver services in the Hub, which will generate crosscutting outcomes across the Corporate Plan and the emerging Borough Plan.

7.3 The Haringey Health & Wellbeing Strategy 2015-18 sets out three key priorities for health and wellbeing in the borough. It identifies *'Improving mental health and emotional wellbeing'* as a key priority in the borough and sets out three clear principles for bringing about positive change; tackling inequalities, early help and working with communities. Creating a co-located assessment centre and single homeless Hub service, which brings together a range of services and activities for vulnerable single homeless people, will contribute to the delivery of positive mental and emotional health outcomes for homeless and vulnerably housed people, as well as clear alignment with the delivery principles of involving the community in tackling inequality through prevention and early intervention.

8 STATUTORY OFFICERS COMMENTS (CHIEF FINANCE OFFICER (INCLUDING PROCUREMENT), ASSISTANT DIRECTOR OF CORPORATE GOVERNANCE, EQUALITIES

Finance

Current Situation

8.1 The Assessment Centre currently is a service commissioned by the Housing-Related Support Team, in a contract with St Mungo's, which is scheduled to end in 2020. The contract funds the provision of specially trained staff to carry out housing and support activities with homeless individuals and is contained within the base budget for the Housing-Related Support Team. Funding for the delivery of the support service is separate from arrangements about the building in which it is provided.

8.2 The Assessment Centre service is provided at Dial House, utilising a Management Agreement between Metropolitan Housing Trust, the landlord, and St Mungo's, the property agent. The agreement describes mutually established arrangements for rent collection and liability, repairs and maintenance and housing management. Individuals living at the property are expected to pay rent and service charges, which are usually claimed via Housing Benefit due to their personal circumstances. Service charge costs cover property-based running costs for the service such as communal heating and lighting, repairs and maintenance, insurance and concierge staff during the night.

Proposal

8.3 Following the sale of Dial House, this report proposes to move the Assessment Centre service to 332 Tottenham High Road, with Haringey becoming the leaseholder and landlord to St Mungo's Community Housing Association who will sublease the accommodation element of the property from the Council. A rental contribution of around 78% is expected from the accommodation

sublease holder, which is St Mungo's Community Housing Association until January 2020, at which time it may transfer to a new provider following a commissioning process or be brought back into the Council's directly delivered service portfolio.

- 8.4 If the recommendation to acquire the lease is approved, this arrangement will require a Management Agreement between the Council and St Mungo's, detailing rent liability, void management, repairs, and maintenance arrangements. Service charges are determined based on these anticipated running costs and then income is distributed, following collection, to either the landlord or managing agent dependent on who is responsible.

Additional Service and Costs

- 8.5 After the rent contribution from St Mungo's Community Housing Association there remains a net spend of around £50k, to cover the rent for the two commercial units that will be used as the Single Homeless Hub service. The running costs of the Hub service are anticipated at 15% of the rental value. These additional costs are to be met from the Flexible Homelessness Support Grant (FHSG).
- 8.6 The Hub is a new service, and is proposed to enhance and expand homelessness advice and support in light of the new duties under the Homelessness Reduction Act (2018). The provision of specially trained advice and support staff as part of the single homelessness referral and advice hub is at an additional annual revenue cost of around £190k. These costs will be met from the FHSG.
- 8.7 It should be noted that the service is fully aware that the Hub service may require reconfiguration should the future allocation of FHSG reduce from the current levels.

Capital Requirement

- 8.7 The building is new and requires no structural or major works. However, there is a requirement to configure the two commercial units to deliver the Hub service. This will mean configuring the space with a kitchen, bathroom, interview rooms and office infrastructure as well as decoration and furnishing.
- 8.8 Officers are negotiating with the Metropolitan Housing Trust (MHT) for a contribution to the works. Should the cost of the works exceed the contribution from MHT then an allocation from the approved capital programme contingency will be made.

Procurement

8.9 Strategic Procurement notes the contents of this report and the planned re-commissioning of the Assessment Centre in line with the current contract expiry in 2020; however, Procurement comments are not applicable for property and land transactions (including leases) as they sit outside of the Procurement Contract Regulations.

Legal

8.10 The Assistant Director of Corporate Governance has been consulted in the preparation of this report and comments as follows;

8.11 The Council has the power under section 120 of the Local Government Act 1972 to acquire properties for the purposes of any of its functions under any enactment and is therefore able to take the lease of the Property as set out in this report.

8.12 The Council can sublet part of the Property but must comply with section 123 of the Local Government Act 1972 and obtain best consideration for the premises if the disposal is not by way of a short tenancy. A short tenancy is a grant of lease not exceeding seven years.

8.13 Before the Homelessness Reduction Act 2017 came into force in April 2018 single homeless people were only owed a homelessness duty if they were in priority need i.e. vulnerable in some way. The Homelessness Reduction Act 2017 amended the Housing Act 1996 by placing new duties on Councils to provide advisory services and to intervene at earlier stages to prevent homelessness in their areas. These duties extend to all applicants irrespective of whether or not they are in priority need.

8.14 Under section 179 of the 1996 Act (as amended) the Council has a duty to provide (or secure the provision of) advice and information about homelessness, the prevention of homelessness, the rights of homeless people or those at risk of homelessness, the help that is available from housing authorities or others and how to access that help.

8.15 In accordance with s189A of the 1996 Act (as amended), anybody found to be homeless or threatened with homelessness is now entitled to more tailored support and the Council has to carry out an assessment of the applicant's housing and support needs and develop a personalised housing plan, setting out the actions or reasonable steps the Council and others will take to prevent or relieve homelessness.

8.16 The Homelessness Reduction Act 2017 has also introduced an enhanced homelessness prevention duty (regardless of priority need status, intentionality and whether the applicant has a local connection) extending the period a

household is threatened with homelessness from 28 days to 56 days, meaning that the Council is required to work with people to prevent homelessness at an earlier stage. There is also a new duty owed to support those who are already homeless to relieve their homelessness by helping them to secure accommodation available to them for at least 6 months.

- 8.17 The Assessment Centre and Single Homelessness Hub will assist the Council in carrying out its enhanced homelessness duties to single people.

Equalities

- 8.18 This proposal seeks a commitment to strengthen existing services and systems that support homeless people. Homeless people are more likely to have physical and mental health issues, to be from BAME groups and to have other protected characteristics. The proposals will benefit those from protected groups and will seek to develop support tailored to their specific needs.

- 8.19 The proposed solutions aim to increase, strengthen and co-ordinate approaches in local provision to focus on improved access, prevention and early intervention to reduce risks to homeless adults with multiple needs. The Council and its partners will need to make due regard to their public sector equality duty under the Equalities Act (2010) to tackle discrimination and victimisation of persons that share the characteristics protected under S4 of the Act. These include the characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (formerly gender) and sexual orientation; advance equality of opportunity between people who share those protected characteristics and people who do not; foster good relations between people who share those characteristics and people who do not.

- 8.20 An EQIA has been produced for the overall proposal to deliver a co-located Assessment Centre and Single Homelessness Hub service.

9 USE OF APPENDICES

- 9.1 Appendix 1 – Equality Impact Assessment for the Creation of a Single Homelessness Hub

10 LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Internal

Haringey JSNA 2012

[\[http://www.haringey.gov.uk/social-care-and-health/health/joint-strategic-needs-assessment-jsna\]](http://www.haringey.gov.uk/social-care-and-health/health/joint-strategic-needs-assessment-jsna)

Supported Housing Review Needs and Gaps Analysis (2017)

<https://www.minutes.haringey.gov.uk/documents/s91742/Appendix%20%20-%20Needs%20and%20Gaps%20Analysis.pdf>

Supported Housing Review EqIA (2017)

<https://www.minutes.haringey.gov.uk/documents/s91744/Appendix%204%20-%20EqIA.pdf>

Making Every Adult Matter Report (2018)

<https://www.minutes.haringey.gov.uk/documents/s102771/2.1%20MEAM%20Report.pdf>

Haringey Housing Strategy 2017-2022

http://www.haringey.gov.uk/sites/haringeygovuk/files/draft_housing_strategy_2017-2022.pdf

Haringey Homelessness Strategy (2018)

<http://www.minutes.haringey.gov.uk/documents/s100152/Appendix1HomelessnessStrategyv24.pdf>

Haringey Rough Sleeping Strategy (2018)

<http://www.minutes.haringey.gov.uk/documents/s100015/Appendix%201%20Draft%20Rough%20Sleeping%20Strategy%20v23.pdf>

External

External links – Haringey Council is not responsible for the contents or reliability of linked web sites and does not necessarily endorse any views expressed within them. Listing should not be taken as endorsement of any kind. It is your responsibility to check the terms and conditions of any other web sites you may visit. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

‘Ethnic Inequalities in Mental Health’, Lankelly Chase Foundation (2014) Accessed at: <https://lankellychase.org.uk/wp-content/uploads/2015/07/Ethnic-Inequality-in-Mental-Health-Confluence-Full-Report-March2014.pdf>

‘Homelessness Code of Guidance’, Ministry for Housing, Community and Local government (2018) Accessed at:

<https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities>

‘Homelessness Kills’, Crisis UK (2012) Accessed at:

https://www.crisis.org.uk/media/236799/crisis_homelessness_kills_es2012.pdf

‘Homeless Women’ (2008) Accessed at:

http://www.crisis.org.uk/data/files/publications/2945Homeless_women_policy_recommendations.pdf

Indices of Multiple Deprivation (2015)

Accessed at: <https://www.gov.uk/government/statistics/english-indices-of-deprivation-2015>

'Keep on Caring' (2016) Accessed at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/535899/Care-Leaver-Strategy.pdf

'Making it Real for Supported Housing', Think Local, Act Personal, (2016), Accessed at: <http://www.thinklocalactpersonal.org.uk/assets/MakingItReal/MIRHousing.pdf>

'Mental Health in the Adult Single Homeless Population', Crisis (2009) Accessed at: <http://www.crisis.org.uk/data/files/publications/Mental%20health%20literature%20review.pdf>

'Psychologically Informed Environments: A Literature Review' (2016) Accessed at: <https://www.mentalhealth.org.uk/sites/default/files/pies-literature-review.pdf>

'Rebuilding Shattered Lives' (2014) Accessed at: <http://www.mungos.org/documents/4752/4752.pdf>

'Tackling homelessness and exclusion; understanding complex lives', Joseph Rowntree Foundation (2011) Accessed at: <https://www.jrf.org.uk/sites/default/files/jrf/migrated/files/homelessness-exclusion-services-summary.pdf>

'Young and Homeless', Homeless Link (2015) Accessed at: <http://www.homeless.org.uk/sites/default/files/site-attachments/201512%20-%20Young%20and%20Homeless%20-%20Full%20Report.pdf>