

No Second Night Out: A study of medium term outcomes

Summary report

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**NO SECOND
NIGHT OUT**



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About Broadway

Broadway is a London-based homelessness charity. Our vision is that every person finds and keeps a home. Each year we support, challenge and inspire more than 9,500 people on their journey from street to home. We provide a full range of services to help people access accommodation, improve their physical and mental health, find training and employment, and live successful, independent lives.

About Broadway's research team

Broadway's Research and Information team specialises in producing research and statistics about rough sleeping and conducting in-depth research with vulnerable adults. The team has a reputation for producing high-quality homelessness research, winning the 2011 Charities Evaluation Service prize for Learning and Innovation and the 2008 British Educational Research Association award for Research into Practice. The team works with academic partners who ensure the quality and independence of the research, and takes an inclusive approach to research, involving and giving voice to participants.

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1. Key findings and themes

The research aimed to identify medium term outcomes for clients of the No Second Night Out (NSNO) service. It also explored their experiences of using the service, routes into the service, and the way they found out about it. The following section is a summary of the key findings and themes from the research.

NSNO is helping clients into sustainable accommodation

- Of the 23 interviewees who had secured accommodation upon their departure from NSNO, 21 reported that they were still housed four to six months later. This suggests the NSNO model is successful in supporting many clients to move into accommodation that is sustainable over the medium term.
- In total, 18 of these had been continuously housed, while three had experienced a period of sofa surfing. None had slept rough again. Most were satisfied with their current accommodation, although a significant minority were not.
- In contrast, of the 17 interviewees who did not move from NSNO into accommodation, 11 had slept rough again. Of those who disclosed their current housing situation, eight were housed at the time of the research and seven were sleeping rough, sofa surfing or staying in night shelters.
- Two thirds of people who moved from NSNO into accommodation agreed their life was going well in general at present, compared with only just over one third of people who did not move into accommodation. People listed returning to education; recovery from substance misuse; improved relationships; employment and volunteering; and good physical health as factors that have enhanced their wellbeing. Meanwhile, they listed unemployment; financial difficulties; problems with benefits; social isolation; and poor mental and physical health as key factors that continue to have a detrimental impact upon their wellbeing. These are factors that could easily lead to a repeated period of homelessness.

Participants may not be 'new' to homelessness

- Interviewees said that they been homeless for between one night and six or seven years when they were taken to No Second Night Out by outreach workers. In total, 33 of the 40 interviewees had been homeless for between one night and one month. Many of the clients attending NSNO have needs relating to a sustained period of homelessness as opposed to the lower level of support needs sometimes associated with those who are genuinely new to street homelessness.
- People reported having become homeless as a result of a wide range of issues including family breakdown; financial difficulties caused by factors such as job loss and single room rate restriction changes; immigration status; physical and mental ill-health;

substance misuse and addiction; problems with landlords. For many, there were multiple factors leading to homelessness.

- In all but one case, interviewees reported that they had not heard of NSNO before becoming homeless. In many cases interviewees had contacted StreetLink for assistance or knew that someone had called on their behalf. Interviewees reported being found by outreach workers and taken along to an NSNO hub. This suggests people are not being attracted to sleeping rough by the hope of getting a service from NSNO.

Experiences of the NSNO hubs and support while at NSNO are mixed

- Interviewees provided predominantly positive feedback about NSNO staff. Many interviewees expressed gratitude for the shelter NSNO provided them. Negative feedback about the hubs often centered upon the sleeping arrangements and behaviour of other clients using the service.
- The majority of interviewees said they felt safe at the hub, although a minority did not and feared for their personal safety and/or theft of their belongings.
- Many interviewees stated that they received other useful support from NSNO, including assistance with their benefits; obtaining identification; accessing medical treatment; and covering the cost of fares to appointments. A minority of interviewees suggested areas where they would have liked support, but were not offered any, most notably including support to address substance misuse issues.

2. Introduction and methodology

2.1 Introduction

The No Second Night Out (NSNO) project was launched on 1 April 2011 as a pilot scheme aimed at ensuring that those who found themselves sleeping rough in central London for the first time need not spend a second night on the streets. It is central to delivering upon the Mayor of London's commitment to end rough sleeping in the capital, under the oversight of the London Delivery Board. On 1 June 2012, the project was rolled out across all London boroughs.

No Second Night Out aims to:

- Provide a rapid response to new rough sleeping, based on better intelligence and public awareness.
- Link those who migrate into central London back into services where their local connection means they are most likely to sustain a life away from the streets.
- Provide a single offer based on the assessment of each individual's needs, which means no-one need spend a second night out on the streets.

It does so through:

- Two (at the time the research was conducted) dedicated 24-hour assessment hub facilities staffed by a team of assessment and reconnection workers. The staff liaise with services, negotiate and advocate on a client's behalf, and, where necessary, accompany individuals returning to local services. The 'hub' is not an accommodation project, but a place of safety where people can be assessed any time day or night in an environment away from the street. There is an intention that no one should spend more than 72 hours at one of the hubs.
- A 24 hour telephone rough sleeping phone line (StreetLink) and website to support public reporting of rough sleepers.
- Working closely with outreach teams on the ground (through whom all referrals to the project are directed) to provide a consistent response to new rough sleepers, and by expanding the remit of a London Street Rescue service to ensure there is capacity to respond to new rough sleepers at all times.

To aid in the development of the project, measure its impact, allow for detailed evaluation and inform wider policy discussions and decisions, NSNO includes robust data capture, monitoring and analysis. This informs project management and development, outcome measurement and supports decision-making by the project board and London Delivery Board.

In December 2011, a six-month evaluation of the project recommended that NSNO should also continue to collect information on medium-term outcomes through contacting former clients of the service to verify whether positive outcomes have been sustained. The present piece of research was commissioned in order to help fulfill this objective.

2.2 Methodology

This research was carried out by Broadway's specialist research team for No Second Night Out.

The primary aims of the research were to:

- Explore people's routes into NSNO
- Find out about people's experiences of the hubs and the service they received
- Determine to what extent recorded accommodation outcomes were maintained in the medium term (four to six months post-departure).
- Identify other outcomes, including people's wellbeing.

Qualitative telephone interviews were conducted in February 2013 with 40 NSNO clients, between four and six months after they had left the service. Participants were selected from the NSNO database in order to be approximately representative of all NSNO clients in terms of their gender; age; nationality; ethnicity and support needs; length of stay; and outcome upon departure.

3. Outcomes

3.1. Accommodation outcomes

Interviews were carried out with 40 former NSNO clients between four and six months after their departure from the hub. Of these, 23 moved from NSNO into accommodation and 17 did not.

Accommodation outcomes for those who moved into accommodation upon their departure from NSNO

Out of the 23 people who had secured accommodation upon their departure from NSNO, 21 reported they are still housed. This suggests the NSNO model is successful in supporting many clients to move into accommodation that is sustainable over the medium term. Of these, 18 had been continuously housed since their departure, while three had experienced a period of sofa surfing.

Of the two people who did not report being housed at present, one said that his accommodation placement broke down within days while the other was staying temporarily with a friend because, after his case was reviewed by the local authority, he was found not to be in priority need and evicted.

Of the 18 people who reported having been continuously housed since their departure from NSNO, two moved straight into their current accommodation and 15 spent a period in temporary accommodation of between one night and two-and-a-half months. One person remains in temporary accommodation, to date.

The majority of people were satisfied with their current accommodation, although four were not satisfied and reported serious problems with their accommodation.

'It's not bad. It's quiet, clean: a proper hostel. They give us breakfast and dinner.'

'It's a nice, cozy room. (...) They (housemates) are good people. (...) It's affordable.'

'It is smaller than a prison room and you can't turn the heating off or down, so sometimes it gets up to 90 degrees and I feel faint. There is mould in the bathroom that still hasn't been gotten rid of and the shower either runs so hot that it burns me, or it's cold. (...) There were stains on the mattress (...) and there is no storage space at all.'

Problems experienced in the medium-term by interviewees who had been successfully housed included:

- One person was evicted from his hostel accommodation upon completion of his case review, when he was found not to be in priority need. He is currently homeless.
- One person is due to be evicted imminently because the building in which she was housed is scheduled for demolition. She has been declined further assistance from the council on the grounds that she is not in priority need.
- One person remains in sub-standard temporary accommodation that is having a significant impact upon his health and wellbeing.

- Three people expressed dissatisfaction with their accommodation because other residents' substance misuse was affecting their mental health (with one of them leaving his accommodation and choosing to sofa surf instead for this reason).

These cases show that the sustainability of outcomes for NSNO clients can depend up on the appropriateness of their housing and the quality of support they receive after moving on. They demonstrate the importance ensuring people are aware of sources of local support and advice in areas they move to, or possibly following up outcomes, which might be more precarious from within the NSNO service.

Maureen's story: helped to find a good landlord

Maureen became homeless when she was made redundant from her job after 20 years and was tricked into giving her savings to a landlord who sublet her one bedroom of his two-bed council flat and then evicted her without returning the deposit. She was very appreciative of the shelter and assistance provided by NSNO, which helped her to find a spacious studio flat through a reputable private company. She is delighted with her new accommodation and can now focus upon updating her skills, in order to move back into the workplace.

Accommodation outcomes for those who did not have accommodation on their departure from NSNO

Out of the 17 people who left NSNO without accommodation, 11 people have slept rough again, while others reported staying with family, sofa-surfing, sleeping in night shelters and spending time in hospital, prison or detox. Seven people remain homeless (sleeping rough, sofa-surfing or staying in night shelters), and eight are known to be housed (with two people not disclosing their current accommodation status).

'I stay on and off with an organisation where I volunteer in return for a bed some nights.'

'I have been going from sofa to sofa and sleeping rough. I'm at my sister's place at the moment: it's degrading.'

Shahid's story: No recourse to public funds

Shahid arrived in the UK from India to complete his university studies. Upon his graduation he applied for a visa to stay and work in the UK, however, many months later, he has not yet received a response. Shahid took out a large loan to finance his studies and back home in India, his parents are being harassed by debt collectors. He said that the only way he will be able to repay the loan and support his family is by working in the UK, so he rejected the reconnection offer given to him by NSNO. He remains homeless and destitute today. He was turned away from the charity hostel which NSNO referred him to because they did not have space. He says he has written to 200 organisations asking for assistance, without success. He survives on food donations from a Sikh temple, but his mental health is deteriorating: he suffers panic attacks every day and has self-harmed by cutting his wrists and setting fire to himself. He had been hospitalised on numerous occasions, but has been discharged to the street.

3.2 General wellbeing outcomes

People were asked to describe their general wellbeing. Several described positive changes in their lives, such as returning to education, recovery from substance misuse, improved relationships, and entering employment and volunteering.

'I have started studying: I will sort my life out.'

'(Life) is going alright. It's as good as it could be (...) much better than it was.'

Two thirds of people who moved from NSNO into accommodation agreed their life was going well in general at present, compared with only just over one third of people who did not move into accommodation, suggesting that NSNO's work has a positive impact on the wellbeing of the people which it supports to obtain housing.

In the cases where people were dissatisfied with the support they were receiving following their departure from NSNO, they overwhelmingly said that they required further assistance in the areas of finding employment and managing money and benefits.

'Work-wise it's terrible. (...) I'm desperately trying to find work. (...) It affects your mental health.'

'Money is a problem. I often don't have enough for food. Sometimes my mum feeds me.'

3.3 The difference that NSNO made

The majority of people who used No Second Night Out stated that it had made a difference in their life.

'It made a difference...I was very vulnerable...it made me feel like I'll change my life and make the best of it. If I hadn't gone to the hub my life would have probably taken a bad path: I was drinking and smoking, but I don't do that anymore. If it wasn't for NSNO, I would probably be homeless and begging.'

'I have no idea what my life would be like now if it wasn't for them. I don't want to think about it - it scares me. I don't think I would have survived.'

However, several people said that NSNO did not make a difference to their lives; on the whole, these were people who did not move into accommodation on departure from the hubs.

'No they didn't make any difference. I was grateful for somewhere to sleep though.' – Interviewee who declined reconnection

Katie's story: NSNO saved my life

When Katie was taken in by NSNO she was suffering from mental health problems and drinking heavily. She had been sleeping rough for five months. NSNO arranged for her to move into supported accommodation, although she had to spend a couple of weeks in unpleasant B&B accommodation before the place became available.

At first she was disappointed not to be given her own flat, but in hindsight she is happy to be living somewhere with support and she is now linked in with the services that she needs to attend to address her problems. It is a difficult time, but she is making progress and has started feeling positive about the future.

'It set everything off: if you haven't got a roof you can't do anything else. (...) If it wasn't for them I'd probably be dead...it was so cold. (...) It wouldn't be pretty. (...) I was at the point of just giving up.'

4. Experiences of homelessness before attending NSNO

4.1 Reasons for becoming homeless

Interviewees reported becoming homeless for a variety of reasons, including: relationship breakdown with their partner or parents (in which substance misuse and addiction were a factor for some); eviction from private rented sector and social housing (often without the correct procedure being followed); an inability to manage their previous tenancy due to unmet support needs; or problems with benefits for under 35s (who were affected by the introduction of the single room rate of Housing Benefit in April 2012) and those without habitual residence in the UK.

In total, 17 of the 40 interviewees said they had approached their local authority for assistance and advice with their housing, prior to being taken to NSNO, without receiving a satisfactory response. Many of these people were subsequently supported by NSNO to successfully obtain advice and assistance from their local authority.

4.2 Rough sleeping before attending NSNO

Interviewees reported sleeping rough for between one night and six or seven years, before being found by an outreach team and taken to No Second Night Out. Only two of the 36 people who gave their rough sleeping history had slept rough for one night or less when they were taken to NSNO. Of the remainder, 15 had slept rough for more than one night but less than one month, 16 for at least one month but less than a year, and three for one year or more.

Three of the people interviewed said that they had been sofa surfing at the same time as sleeping rough, perhaps spending two to four days per week with friends.

Interviewees most commonly reported sleeping in parks or on the street, some in specific locations, such as near a town hall or a hospital. Four people slept in their cars and two others slept on buses. Some people spoke about seeking places to keep warm, such as stations, bus shelters, public toilets, stairways and basements, whereas others focused upon hiding away behind shops or finding secluded places, such as a cemetery or church yard, where they felt they could sleep in relative safety. A couple of people were too fearful of sleeping at all at night and would walk the streets for safety, then find a place to sleep during the day.

There is no indication in the data that NSNO is drawing people to the streets in the hope of receiving support. Almost all (35) of the interviewees stated that they had not heard of NSNO before sleeping rough, and only one person said that he had (the remaining four people did not answer this question or could not recollect).

It is notable that the majority of interviewees spent considerably more than one night on the street before they were taken to NSNO. Even though interviewees often struggled to recall the length of the period they spent sleeping rough with accuracy, most people (26) measured the time in weeks, months or years. This demonstrates that NSNO is frequently not reaching its target group of people who are new to the streets, many of the clients attending the hubs are likely to have issues relating to a sustained period of homelessness affecting their needs from

the service. Ensuring ongoing publicity of StreetLink among the general public, homelessness agencies and other professionals who are likely to come into contact with rough sleepers is a means to getting rough sleepers referred to NSNO as soon as possible.

Case studies: causes and experiences of homelessness for some NSNO clients

Stanley (in his 50s) was living in a council house in East London when his mother fell ill and he returned to Jamaica to nurse her until her death, five years later. Upon his return he was homeless and had lost his habitual residency in the UK so was not entitled to benefits. He stayed with his son and daughter at first, but he was putting their tenancies at risk so he started sleeping rough: riding the buses or finding somewhere to bed down for the night. He was on the street for about a year and suffered two heart attacks before he was found by outreach.

Katie (in her 20s) is no longer in contact with her family and has had a long history of unstable housing. Struggling with unaddressed mental health problems and alcohol misuse, she was unable to maintain the job that provided her with live-in accommodation and she ended up on the street. Too scared to bed down at night, she would walk around and ride the buses, then sleep on the common during the day. She did this for five months before being taken to NSNO.

Amira (in her 50s) was renting a property in a block of 10 flats owned by a private landlord in west London. There were always lots of problems with the heating and the drainage and she became ill because of the mould. The tenants would complain but the landlord did nothing to help, so eventually they went to the council to ask for help and it was found that the landlord only had planning permission for three of the flats. Consequently, they were evicted. She spent three nights on the street, suffering with the cold, before being picked up by outreach workers.

Patrick (in his 20s) became homeless when he got into financial difficulties as a result of his drug and alcohol dependency. He was evicted from his property for rent arrears and his parents, who couldn't handle his behaviour, refused to let him return to the family home. He stayed with a friend, until they discovered he had stolen money from his mother and told him to leave. He found a spot to sleep under a stairway at the back of a supermarket, covered in cardboard. He stayed there for three nights until he was found.

Mohammed (in his 30s) had been living in a studio flat secured through a private rented sector housing scheme for three and a half years. In April 2012, Housing Benefit for people aged under 35 was reduced to the single room rate. He could no longer afford to live in his home and was ordered to leave by the court. He was too distressed to recall the details of his experience of sleeping rough.

5. Arriving at No Second Night Out

5.1 Finding out about No Second Night Out

Out of the 40 former No Second Night Out clients interviewed, only one said that they had heard of the project prior to becoming homeless. In total, 35 people said they were not aware of it at all; two could not remember when they became aware of it and two did not disclose this information.

People arrived at the hub via different routes. Most (10) were found by a local outreach team, although one such interviewee suspected they were alerted to his presence by a concerned member of the public. Nine people had been given the number for StreetLink by friends or members of the public and then called for assistance, and nine others were referred to outreach by local homelessness organisations, or after calling the national charity Shelter.

Three people were given the StreetLink telephone number by their local council when they attended to request assistance with their housing.

'I went to the council (for help) (...) They told me to sleep in the park and someone would come and pick me up.'

5.2 Waiting for outreach

Out of the 20 interviewees who recalled the amount of time that elapsed between contacting StreetLink and being met by outreach workers, 14 reported that they arrived promptly, or within days, whereas the remaining six experienced delays. For example, one person said that he called StreetLink when he started sleeping rough in a stairwell, but was told that he would have to sleep outside because outreach workers could not enter the building to find him. This was sufficient to deter him:

'I wanted to stay in the stairwell, where it was warmer. I was finding it hard to deal with being homeless and I wasn't sure that No Second Night Out was the right service for me.'

It was not until five months later that he called a second time and was collected within two days.

One young woman who slept hidden away for safety and warmth recalled being asked to wait out for outreach workers at night in a location where she had previously been harassed by local drug dealers. However, another interviewee said that despite her initial surprise that it was necessary to wait for outreach on the street at night in order to be referred to the hub, she gave a detailed description of her hiding place and they did manage to find her.

Finally, seven interviewees also commented they were not taken to No Second Night Out by outreach the first night that they were seen, but on the second or even (in one or possibly two cases) on the third night.

6. Experiences of the hubs and support

6.1 Experience of the hubs

The majority of interviewees expressed satisfaction with their treatment by the staff at the hub, who are praised for their kindness and professionalism. Conversely, five people expressed dissatisfaction with the availability, visibility and/or level of communication from staff.

'The staff are very professional, they are very courteous and they have a lot of empathy. (...) They are educated and knowledgeable. (...) They always explain what is happening. (...) I can't fault them.'

'The staff were amazing. (...) It was a highly-charged atmosphere but the staff dealt with it quite well.'

'The staff didn't tend to our needs very well: they left us to our own devices (...) They were just in the office.'

Clients had mixed experiences of the NSNO hub environment and facilities. Positive feedback focused on people's appreciation for the shelter and warmth provided by the hubs, access to the shower and washing facilities, and the provision of food and refreshments:

'It was good to use the showers and wash my clothes. I hadn't been able to wash my clothes for four months while I was on the street.'

The most common complaint related to the sleeping arrangements, with many people dissatisfied about sleeping on the floor and in the same room as strangers. It is also notable that the majority of clients stayed in the hubs for significantly more than the maximum of 72 hours (on average, 10 days).

'(There were) lots of people in and out. I couldn't sleep. There were 50 people in one room (...) I used to leave at 7am to sleep on a bench.'

The second most common source of complaint was the other clients using the service, who were criticised regarding their chaotic behaviour and personal hygiene. Three people also complained that drugs and alcohol were being used on the premises at one hub.

'They need to try to stop drinking on the premises because it happens even though it's not allowed.'

Several people said that they went hungry while they were at NSNO. This suggests that, although NSNO provides food, it does not always reach those in need of it.

In total, 14 clients stated they were concerned about either their personal security and/or theft of their belongings while at NSNO. Although existing security measures, such as CCTV and a separate sleeping area for female clients at the West Hub, were reassuring for some, this finding indicates more may need to be done to enhance the security (and perceptions of security) of clients at both the hubs.

'I felt safe but others didn't. Some people were being bullied.'

'I felt fearful for my safety and couldn't sleep.'

6.2 Experiences of accommodation-related support provided by NSNO

NSNO plays an important advocacy role between homeless clients and their local authority, as well as assistance in completing the relevant paperwork, which often results in their clients being successfully housed, where they had previously been turned away.

'They presented a good enough case for the council to help me.'

'They helped with all the paperwork. (...) I start babbling incoherently if I have to talk to housing.'

Out of the 23 people who reported leaving NSNO with accommodation, eight talked about the decisive role played by staff in supporting them to present their case for housing assistance successfully before their local council. Many of the 17 people who had initially approached their local authority for housing assistance, without success, subsequently received support from them, with NSNO staff advocating on their behalf.

Other types of support that were considered valuable in securing accommodation include the provision of advice and information and putting people in contact with housing providers.

There were a variety of reasons why people reported leaving NSNO without accommodation. Six interviewees left having rejected an offer of reconnection. Two people were recorded as being evicted for their behaviour and four people reported abandoning NSNO before they received support.

'I didn't like the way they tried to force me to go back to an area where I had a lot of problems.'

6.3 Experiences of non-accommodation-related support provided by NSNO

Interviewees' experiences show that NSNO provides valuable non accommodation-related support, such as assisting clients to claim benefits and access primary medical care.

'They advocated on my behalf with Housing Benefit because I am not very good at advocating for myself. This is one of the reasons I was homeless for six or seven years. (...) I find it hard because I get very emotional.'

'They helped me get my job seekers sorted'

'They established my ID: they funded my birth certificate. It was just a small detail but it helped.'

Additional support which interviewees would have liked included:

- Two people said that they would have liked support with their substance misuse, but did not receive any. Both subsequently abandoned the hub.
- One interviewee did not have money to feed himself for one week after moving into his SSO accommodation, although this did not affect the medium-term sustainability of his housing outcome.
- One interviewee stated that there was no interpreter available which caused him some difficulty.

7. Conclusions and recommendations

Conclusions

This research suggests that NSNO is effectively supporting many people to move into accommodation which is sustainable over the medium term. Both accommodation and wellbeing outcomes for those who moved from NSNO into accommodation were more positive than for those who did not. There is no indication that NSNO is drawing people to the streets in the hope of receiving support

There was a generally high level of satisfaction from clients' about their treatment by the hub staff; who were praised for their kindness and professionalism. A high number of clients (14) were concerned about either their personal security and/or theft of their belongings while at NSNO, although existing security measures, such as CCTV and a separate sleeping area for female clients at the West Hub, were reassuring for some.

The sustainability of outcomes for NSNO clients can depend up on the appropriateness and quality of their housing and the support they receive after moving on. Where people were dissatisfied with the support they were receiving following their departure from NSNO, they overwhelmingly said that they required further assistance in the areas of finding employment and managing money and benefits.

The majority of interviewees had spent considerably more than one night on the street before they were taken to NSNO: most people (26) measured the time in weeks, months or years. This suggests that many of the clients attending the hubs are likely to have issues relating to a sustained period of homelessness.

NSNO is not designed to provide ongoing support although, where possible, its clients are linked into existing support services. However, there remains a risk that without adequate ongoing support people will experience repeat homelessness.

Many people had approached their local authority for assistance and advice with their housing, prior to being taken to NSNO, without receiving a satisfactory response. NSNO plays an important advocacy role between homeless clients and their local authority, as well as assistance in completing the relevant paperwork, which often results in their clients being successfully housed where they had previously been turned away by local authority housing departments.

The length of time people are homeless before reaching NSNO and the success of advocacy carried out by NSNO staff on their behalf suggests a need to move such support further upstream, so that people do not need to become homeless to receive help and opportunities to prevent homelessness are not missed.

People's health, wellbeing and ability to sustain accommodation after leaving the hub were negatively affected by:

- Poor quality accommodation (most often in the private rented sector).
- Mixed needs accommodation, where the impact of others' substance misuse could affect people's mental health.
- Poverty and problems relating to money management, benefits and finding work.

Recommendations for No Second Night Out

- Review the reasons for abandonment of the hub and refusal of single service offers by interviewees. Explore how they interact and at times may be contradicted by the work of street outreach teams and other local services.
- Ensure that people are aware of sources of local support and advice in areas they move to. NSNO should consider following up reconnections or resettlements which might be more precarious so that people at risk of losing their move-on accommodation are supported or advocated for.
- Explore what more can be done to enhance the security (and perceptions of security) of clients at the hubs.
- Agree what the minimum standards of accommodation (particularly in the private rented sector) in which NSNO will move people.

Recommendations for Government (central, regional and local)

- Local authority housing departments need to work more effectively with the people in housing need who approach them, in order to prevent rough sleeping.
- Commissioners of housing, social care and health services should support local NSNO initiatives by joining steering groups and including the approach in their strategies.
- Unfit accommodation in the private rented sector should be addressed and landlord registrations schemes promoted to ensure the poorest and most desperate people do not live in sub-standard and unhealthy accommodation.
- UKBA and its successors should explore ways of responding to homeless people locally who have no recourse to public funds and who are destitute.
- Local schemes which have replaced the social fund and community care grants should be able to assist people being resettled following a period of homelessness; including those moving between local authority areas.

Recommendations for homelessness charities

- Prevent homelessness so that no one needs to spend a first night on the streets. Use local understanding of routes into homelessness to prevent evictions and abandonments and make sure all projects and staff have a basic understanding of how to prevent homelessness.
- Take action when people present for help; rather than encouraging people to sleep rough in order to be helped.
- Work with local authorities to 'join up' advice services, so there is a sustained focus on preventing local homelessness and people are helped before needing to sleep rough.
- Engage with NSNO principles including Single Service Offers and rapid assessment to build consistency of response across the country.