

## Appendix 1: Summary actions arising from the 2013/14 JSNA Chapter on Homelessness

Issue raised at/in	Issue	Existing service(s)	Proposed improvements/additional services
Focus group and literature review	<b>Mental health</b> <i>Increased incidence of stress, anxiety and depression</i>	<b>Local GP services and SLaM</b> <ul style="list-style-type: none"> <li>Croydon's aim is to provide mental health services at the lowest point of intervention</li> <li>Access to most mental health services is via GP referral [issue to increase GP registration]</li> <li>Homeless households can also self-refer to psychological therapies</li> </ul>	<ul style="list-style-type: none"> <li>Public Health to look at supporting homeless team/People Gateway to coordinate or deliver sustainable actions to improve health and wellbeing of those placed in temporary accommodation, focusing on mental health prevention, parenting, isolation, welfare rights, education and training, physical activity</li> <li>Improved information on how to access psychological therapies and other mental health services will also be included in <i>Emergency Accommodation Pack</i></li> </ul>
Focus group	<b>Physical health</b> <i>(exacerbates existing conditions)</i>	<b>Local GP services and Homeless Health Team Childrens Social Care</b> <ul style="list-style-type: none"> <li>The Rainbow Centre surgery provides the full range of primary care services to homeless households</li> <li>Homeless households can register with a local GP (on Brigstock or London Road)</li> <li>Meningitis is preventable via completion of vaccination programmes in childhood, plus additional vaccinations for those travelling to high risk areas (such as parts of Saudi Arabia and Africa)</li> </ul>	<ul style="list-style-type: none"> <li>Healthy Child Programme to target hard to reach families through health visitors and follow up of childhood immunisations and new born screening.</li> <li>Improve GP registration among homeless families by providing registration information and forms in <i>Emergency Accommodation Pack</i></li> </ul>
Focus group	<b>Household budgets</b> <i>(uptake of benefits, budgeting, debt advice)</i>	<b>Welfare benefits service</b> <ul style="list-style-type: none"> <li>Council provides welfare benefits advice, a hotline and benefit surgeries, debt advice and discretionary support to households needing support</li> <li>The Council also commissions the CAB to provide a housing advice services</li> </ul>	<ul style="list-style-type: none"> <li>Information on location and availability of current services to be provided as part of <i>Emergency Accommodation Pack</i></li> </ul>

		<ul style="list-style-type: none"> <li>• The CAB also provides debt advice service</li> <li>• Croydon and Sutton Law Centre also provide free money and debt advice</li> <li>• Croydon, Merton and Sutton Credit Union</li> </ul>	
<b>Focus group and literature review</b>	<b>The condition of emergency accommodation</b> <i>(Reporting problems, faults etc.)</i>	<b>Housing enforcement</b> <ul style="list-style-type: none"> <li>• 100% of properties offered as TA inspected before use</li> <li>• Larger hotels (e.g. Gilroy Court) inspected every month</li> </ul>	<ul style="list-style-type: none"> <li>• Information on how to report faults/issues in TA to be included in new <i>Emergency Accommodation Pack</i></li> </ul>
<b>Focus Group</b>	<b>Communication between homeless households and council</b> <i>(Contacting the council, feedback on application, length of stay in B&amp;B)</i>	<b>Housing needs and assessments</b> <ul style="list-style-type: none"> <li>• The Council provides a 24 Hour homelessness service (out of hours provided by Emergency Duty Team)</li> <li>• Emergency accommodation is provided for homeless households in priority need of housing (which includes families with children, and vulnerable single people)</li> <li>• A Family Liaison Officer also provides support for families in large B&amp;B hotels (e.g. Gilroy Court)</li> </ul>	<ul style="list-style-type: none"> <li>• An <i>Emergency Accommodation Pack</i> will be provided to households placed in emergency accommodation including information on GPs, Dentists, other health services, Childrens Centres, Education etc.</li> <li>• The Council will write to all applicants who have not received a decision on their application within 40 days explaining why</li> <li>• A review of the temporary accommodation allocation policy/process will be undertaken which will help to clarify how long households will be in temporary accommodation and enable the Council to provide meaningful feedback to households on when they are likely to be rehoused</li> </ul>
<b>Focus Group</b>	<b>Social exclusion and isolation</b> <i>(No visitors, stigma, cut off from family/friends)</i>	<b>Social Inclusion Partnership Group (SIPG)</b> <ul style="list-style-type: none"> <li>• The SIPG discusses with third sector issues around exclusion and isolation</li> </ul>	<ul style="list-style-type: none"> <li>• Engage with the SIPG to identify groups and activities which could benefit homeless households and combat isolation</li> </ul>

<b>Literature review</b>	<b>Education</b> <i>(Children missing education (CME), behaviour at school, exclusions from school)</i>	<b>Children Missing Education (CME) and School Exclusions</b> <ul style="list-style-type: none"> <li>• Notify – a database designed to track children in B&amp;B and inform housing, childrens social services and education staff</li> <li>• The Council's Children Missing Education (CME) Officer takes referrals from professionals concerned about children not going to school</li> <li>• Professionals refer also issues to Reintegration and Exclusions Officer (deals with behaviour and exclusion)</li> <li>• Information about these services is also provided on councils web site</li> <li>• Families can make referrals to Reintegration and Exclusions Officer if they are concerned about their child's behaviour at school</li> </ul>	<ul style="list-style-type: none"> <li>• Notify liaison between housing and education will be improved</li> <li>• The Council will develop closer links between with bed and breakfast hotels and CME Officer</li> <li>• The Council will also compare bed and breakfast data with CME database to determine how many children are missing school</li> <li>• Information on school admission (including in year admissions process), attendance and exclusions will be included in <i>Emergency Accommodation Pack</i></li> <li>• Steps will be taken to improve recording of housing circumstances on referral forms into Reintegration and Exclusions Officer and CME Officer</li> </ul>
<b>Literature review</b>	<b>Employment</b> <i>(difficulties maintaining or accessing employment)</i>	<b>Job Centre Plus (JCP)</b> <ul style="list-style-type: none"> <li>• Employment and support services</li> </ul>	<ul style="list-style-type: none"> <li>• Identify homeless households in bed and breakfast that are unemployed and work with JCP</li> <li>• Target communications and services to homeless households able to access employment</li> <li>• Provide DWP outreach service to Gilroy Ct/other hotels</li> <li>• Link eligible households into the new Gateway Service</li> <li>• Link eligible households into Child Poverty Strategy work on flexible employment</li> </ul>
<b>Literature review</b>	<b>Misuse of drugs and alcohol</b> <i>(coping strategies, increased use, possible relapse)</i>	<b>Turning Point @ Lantern Hall</b> <ul style="list-style-type: none"> <li>• Services provided to anyone aged 18+ registered with a GP and with a drug or alcohol issue</li> <li>• Also services provided through Croydon recovery network</li> <li>• A nurse is also provided to support clients in Palmer House (supported housing for former rough sleepers)</li> </ul>	<ul style="list-style-type: none"> <li>• Existing nursing resources will be made available to homeless families in Gilroy Court and other hotels</li> </ul>