

# Public Agenda Pack



Minutes of a Meeting of the Somerset Homelessness Reduction Board  
held on Tuesday, 12 March 2024 at 10.00 am

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## Somerset Homeless Reduction Board Meeting

<b>Date &amp; Time</b>	Tuesday 12 March 2024 10:00 – 12:00
<b>Location</b>	Microsoft Teams
<b>Chair</b>	Mark Brown
<b>Attendees</b>	Amy Jones, Andrew Lloyd, Ashley Fussell, Bernice Cooke (NHS), Cllr Fran Smith, David Partlow, Debra Nash, Gill Bawler, James Cawley, Jan Errington, Jonica Walkinshaw, Julie Breeze, Katherine Corney, Lynn Collingbourne, Lynsey Hodges, Mark Leeman, Michael Preston-Shoot, Owen Howell, Emma Jones, Emma Dunn. Rebecca Wells-Cole, Rupert Warren, Kate Reed & Louise Boyce.
<b>Apologies</b>	Claire Tough (Chair), Chris Brown (Director of Housing), Alice Knight, Cllr Federica Smith-Roberts, Leisa Kelly, Dave Baxter, Cllr Andy Kendall, Gary Newton (Open Mental Health), Andy Price (Arc) & Lisa Simpson (superintendent).

### MINUTES

No.	Item	Speaker
1.	<b>Welcomes</b>	
2.	<b>Election of Chair &amp; Vice-Chair</b>  Claire Tough has been re-elected as Chair and Mark Brown as Vice Chair. There were no other nominations or objections.	ML
3.	<b>Governance Review</b>  The review of the HRB terms of reference (including governance) has been postponed until further notice. This is due to uncertainty around both wider ICS and Somerset Council governance. We await further guidance from Public Health. Meanwhile (until further notice), the group will continue to report annually to the Somerset Board.	MB
4.	<b>UPDATES</b>	
a.	<b>Better Futures/Making Every Adult Matter (MEAM) Update</b>  <u>Scorecard</u>	ML/MB



Scorecard Mar  
2024.pdf

Mark Leeman presented the Better Futures/ MEAM scorecard.

The Better Futures / MEAM scorecard showed mixed results, with some achievements and opportunities, but also some challenges and pressures. Capacity / budget pressures are having a big impact. The group agreed to review the scorecard and reassess the targets and indicators based on that which is realistically achievable.

Jonica Walkinshaw asked what is being done to reduce the 'reds' on the scorecard. Mark Leeman said due to the uncertainty across SC, budgeting issues, potential loss of staff and challenging times, some things are on hold, however, there are still lots of 'greens' on the scorecard.

Jan Errington said some things can be picked up through the Homeless Strategy work, but timeframes may be more stretched out. Need to wait and see what the new structures will be, as to who will be working on it. It is all vital work. This can be added to the action plan for the Homelessness Strategy.

#### ACTION

JE to ensure the review of the Homelessness/Rough Sleeper Strategy embeds the work of Better Futures/MEAM.

There needs to be a review of what can be realistically achieved due to reduced resources/staffing levels. Scorecard to be reviewed.


#### ACTION


ML to review 'Better Futures/MEAM Scorecard/dashboards' with respect to focussing on activity that can be realistically achieved.

#### Creative Solutions Update

Mark Brown gave an update of the Creative Solutions Initiative, which continues to meet twice a month and discuss complex cases of homelessness and rough sleeping. He also referenced the work being done on client journey mapping, cost calculating, and system blocks and barriers.

Attendance has been good, however, it would be beneficial if more housing, housing providers and homeless teams could attend. There is generally good attendance from health, social care and other

	<p>support services, and it is acknowledged that housing is not, on it's own, the solution to homelessness.</p> <p><u>ACTION:</u> Please can the group provide feedback regarding identified blocks and barriers in own and partners processes and share examples of good practice/systems flex. Please can anyone who represents housing and homelessness, please review their attendance of this meeting. All</p> <p>A 'client journey mapping' to take place to include approx 5 individuals. Mark Brown to reach out to Partner Agencies for contact details.</p> <p><u>ACTION:</u> Mark Brown has emailed the CS partners regarding client journey mapping - please can partners respond and confirm if you are able to support this piece of work, which will also help to support future commissioning. All.</p> <p>Direct Match for 4 individuals – Creative Solutions. Limited response from Providers.</p> <p><u>ACTION:</u> Mark Brown to chase up potential accommodation matches for at least 2 CS clients. MB</p> <p>Mark Leeman said Neil Thomas from NHS - High Intensity Users programme, was excited by the work within Creative Solutions. There are common clients between Creative Solutions and the HIU group. Meetings and further work to take place.</p> <p>David Partlow said it is good when an individual/client attends the call/meeting and gave examples – 'such participation brings it alive'.</p>	
b.	<p><b>Homelessness and Rough Sleeper Strategy/Housing Strategy</b></p> <p><u>HRB/HROG workshop – 7 February 2024</u></p> <p></p> <p>4b. HRB HROG workshop Feb24-act</p> <p><u>Next steps</u></p>	JE/MB

	<p>Jan Errington updated the group on the Homelessness and Rough Sleeper Strategy Review, which is on track and involves data gathering, engagement, and consultation phases. Jan has asked for feedback on the workshop summaries, data and evidence summary to help formulate the homelessness review. The next step will be to finalise the collating of data and analysing it which will take place in April / May 2024.</p> <p>Mark Brown is leading on engaging with people with 'lived experience'. Meaningful questions to be asked. To take place by the end of May and a reference bible will be available early June.</p> <p>Feedback</p> <ul style="list-style-type: none"> <li>• Jonica mentioned that more importance needs to be attached to tenant ready/tenancy support.</li> <li>• Owen mentioned that a top priority has to be systems integration and collaboration around severe multiple disadvantage (SMD). We are failing people!</li> </ul> <p>Separate conversation to take place between Jan Errington and Jonica Walkinshaw.</p> <p><b>ACTION:</b> Please can everyone read through and provide their feedback and comments to Jan Errington/Mark Leeman, by close of play 22<sup>nd</sup> March. All.</p>	
c.	<p><b>HRB Data</b></p> <p>Dashboard for Q1, Q2 &amp; Q3 plus commentary slides</p> <p> HRB Metrics Q1 to Q3.pdf</p> <p><u>Trends/Issues</u></p> <p>Rupert presented the data on Rough Sleeping and Homelessness for Q3 and noted some discrepancies and anomalies that needed to be clarified with Leisa Kelly.</p> <p><u>Rough Sleeping &amp; Homelessness</u></p> <p>Q3 (Oct – Dec) - lower. New Rough Sleepers have halved between Q2 and Q3.</p>	RW/GB

## Highlights

There was a massive increase in 'Rough Sleepers in a single night', but there was no data in Q1 and Q2 which explains the steep upward trend.

Homeless cases have increased, but a lot more approaches are being recorded. Most cases are advice only.

Proportion of successful prevention cases – remained static. This is concerning as we are below the national average, but we might get to see an upward trend.

It was noted that the stats around Rough Sleepers are the opposite of National statistics. The National trend shows an increase but in SC it has reduced.

**Action: RW to explore the statistics with Leisa Kelly and resolve any anomalies**

## New Transform Family View



HRB\_March 24 -  
Transform Family Vie

Gill Bawler (Children's Commissioning Team) showcased the new Transform Family View system, which links information from various sources and creates a 'Golden Record' of a child and their family. Gill also outlined the plans for testing and rolling out the system to different partners and supporting other local authorities with this work.

Gill Bawler and Michael Preston-Shoot to meet separately, to discuss further e.g. particular cases to help improve the system e.g. linking of Children's Social Care and Adult Social Care.


Bernice Cooke (NHS) expressed an interest in the AI and predictive risk aspects and shared information about the work Barnardo's is doing on children's health equity. Gill Bawler agreed to contact Bernice outside of the meeting to discuss further.

Kate Reed and Jan Errington said it would be useful if housing options could also have access to the new Transform system.



	<p>Rupert Warren in the process of setting up a meeting with colleagues regarding this.</p> <p>Mark Leeman asked if this has been linked in with Neil Thomas - NHS. Gill Bawler confirmed it has and a meeting is taking place next week.</p> <p>All agreed that this is a fantastic new system with significant potential to improve collaboration and support to vulnerable people / families.</p> <p>Any further comments or questions, please contact Gill Bawler.</p>	
d.	<p><b>Severe Weather Emergency Protocol (SWEP)</b></p> <p><u>Update</u></p> <p>Jan Errington and Kate Reed explained the severe weather emergency protocol (SWEP) and the costs of providing emergency accommodation for rough sleepers during cold/extreme weather.</p> <p>SWEP accommodation is offered to Rough Sleepers during severe weather. Most are accommodated, but not in every instance e.g. a particular high risk around an individual, and if not, may be able to offer an alternative, e.g. a tent. During hot weather, sun cream and water is offered. During the hot weather those with respiratory issues can be badly affected and a 'common sense' approach is taken to severe weather across Somerset looking at the combination of feels like temperature, wind etc. Also, it was noted that the climate can differ across Somerset, i.e. sometimes one part of Somerset may be colder than another. Decisions are shared. Always open to further development.</p> <p><u>SWEP Protocol</u></p> <p>Jan Errington and Kate Reed have asked for any comments before submitting it for sign off by Chris Brown.</p> <p><u>SWEP placement figures provided by Kate Reed.</u></p> <p>South – £8,073 (low)  East – £20,552  North – £19,390  West – £31,988</p> <p>Total - £80,003</p> <p>Work to be done re collection of Housing Benefit, to help reduce these costs.</p>	JE/KR



	<p><b><u>ACTION</u></b>  If anyone has any comments, please email Kate Reed or Jan Errington by the end of today 12.03.24. All.</p>	
e.	<p><b>Homeless Reductions Operations Group (HROG)</b></p> <p>Jonica Walkinshaw provided feedback from the recent HROG meeting.  Group asked for a commitment to complete Somerset Domestic Abuse training.  It would be beneficial if housing providers could also commit to attending the same Somerset Domestic Abuse training.</p> <p>Citizens Advice Somerset delivered a presentation on the impact of cost of living for Somerset residents. Within the top 5 debt issues was council tax, which is not included in the national top 5 issues. Something to watch moving forward with plans to increase.</p> <p>Vice chair has changed, Mark Brown has been replaced by Alex Stewart (Second Step).</p> <p>The concern on Guardianship properties was raised due to a feeling within the HROG that this is being offered more frequently, in particular within large care homes which have closed down.</p> <p>Some supported housing providers are also RPs. This point needs to be widely recognised. We can have a role in housing delivery in addition to support. RP's providing accommodation for under 18's from 01.04.24 need to be Ofsted registered and providers have gone through this process.</p> <p>Better Futures – data revision. The data plan is ready to go, which JW will send to everyone to read through, after she has met with Mark Brown and Alex Stewart.</p> <p>HRB Housing First review – to begin at the next meeting of HROG (25<sup>th</sup> April). Dave Baxter to be invited to help lead this work.</p> <p>A letter has been received from the Domestic Abuse Commissioner, asking for localities to respond re budget cuts etc. This needs to be discussed and responded to.</p> <p>JW mentioned that there are concerns around future admin support for HROG.</p>	JW

	<p><b><u>ACTION</u></b></p> <p>ML to circulate Office for the Domestic Abuse Commissioner letter to JW. JW to seek responses via HROG. ML / JW.</p> <p>JW to invite Dave Baxter to the next meeting of HROG to lead a review of Housing First schemes across the county.</p> <p>JW to speak to ML re admin concerns.</p> <p>JE to speak to Jo Humble and Nina Richards (Housing Enabling lead officers) to ensure that supported housing providers (who are also RPs) are involved with relevant development discussions.</p>	
f.	<p><b>Homeless Mortality Review</b></p> <p> Homeless Mortality Review Update Marc</p> <p>Mark Leeman discussed this and shared some slides. Homeless Mortality Review T&amp;F group – a sub-group of HRB. Meeting on 16.04.24 to agree the parameters of the pilot work. Pilot to be launched in June with partners to be asked Key Lines Of Enquiry relating to approximately 10 recent deaths.</p> <p>Bernice Cooke (NHS) asked if the HMR task and Finish Group is linked to the Somerset System Mortality Group. Mark Leeman confirmed that it is linked in.</p> <p>Any further questions, please contact Mark Leeman, Michael Preston-Shoot or Andy Lloyd.</p>	ML
5.	<p><b>HRB Communications</b></p> <p>There is now a web page:</p> <p><a href="#">Somerset Homelessness Reduction Board</a></p> <p>Newsletter</p> <p><a href="#">Somerset Homelessness Reduction Board News - March 2024 (cloud.microsoft)</a></p> <p><b>Action: All- please circulate the HRB newsletter to your networks</b></p> <p>Andrew Lloyd provided an update on homeless health, including media coverage, the awarding of an Honorary Fellowship to Dr Lisa</p>	CR/AL

	Horman, and the progress of a project group delivering the Population Health Transformation Board approved Inclusion Health funding.	
6.	<p><b>Good News</b></p> <p><b>Homeless Health – Update</b></p> <ul style="list-style-type: none"> <li>- 16<sup>th</sup> January BBC <a href="#">Somerset homelessness is 'health issue' not just housing concern - BBC News</a> - provided coverage hourly in the radio news bulletins, online and also during the Points West broadcasts during the day.</li> <li>- 22<sup>nd</sup> January - Greatest Hits Radio news bulletins in the morning (Ken Bruce's show) on Somerset's response to homeless health.</li> <li>- 31<sup>st</sup> January ITV Westcountry reporter Victoria Davies visited The Reach Centre in Taunton to witness the work of Dr Lisa Horman (ICB) and the Homeless and Rough Sleeper Nursing Service (SFT). Victoria in particular was keen to understand the needs of the population and the impact of our outreach work and having interviewed two service users and the clinical staff spoke to Andy Lloyd from Somerset Council who leads on homelessness for the Public Health team. <a href="https://www.itv.com/watch/news/medics-help-the-homeless-in-somerset/lncy0hz">https://www.itv.com/watch/news/medics-help-the-homeless-in-somerset/lncy0hz</a></li> <li>- In December last year Dr Laura Devlin and I submitted a joint nomination to the Faculty for Homeless and Inclusion Health on behalf of all the homeless health practitioners in Somerset. We nominated Dr Lisa Horman, Health Inclusion Specialist GP, for an Honorary Fellowship Faculty for Homeless and Inclusion Health in light of her passion and commitment to this work and also to coincide with her retirement later this spring. I am pleased to say that Lisa will be awarded the Honorary Fellowship and, together with Laura Devlin, will be attending the Pathways from Homelessness conference in March.</li> <li>- Lisa retires in May and her replacement has been recruited by Taunton Vale PCN.</li> <li>- Together with Brittney Strange (PH), Naomi Farr and Annie Paddock from the ICB and Mandy Shiel and Karen George at SFT we have a project group delivering the Population Health</li> </ul>	AL

	<p>Transformation Board approved Inclusion Health funding to provide an both Outreach GP in Sedgemoor and develop the Homeless and Rough Sleeper nursing service. Not only is this an operational offer we are also required to evaluate the entire GP and Nursing offer with a view to finalising a secure long term NHS Somerset 'service' from April 2025. That data and evaluation work is ongoing.</p> <ul style="list-style-type: none"> <li>- Last week we finally secured commitment from a PCN with experience in this work already we will finalise the tailored North/Sedgemoor spec and we plan to go to advert for the GP post in April – I hope that our work with key PCN's across the county will be the next part of the media story to keep this on news agendas.</li> </ul>	
7.	<p><b>Minutes of the last meeting</b></p>  <p>12. HRB Minutes 12 December 2023.doc</p> <p>Minutes agreed as correct.</p> <p><b>Action Log</b> Ctrl + click to follow link below.</p> <p><a href="#">Action Log March 24</a></p>	MB/ML
8.	<p><b>Any Other Business</b></p> <ul style="list-style-type: none"> <li>• Forward Plan</li> </ul>  <p>HRB Forward Plan 2024-2025.docx</p> <p>At the next HRB meeting in June, the forward plan will be looked at and discussed. Other partners to be involved to explain what is going on.</p>	ML
9.	<p><b>Next Meeting:</b> Tuesday 4 June 2024 10:00 – 12:00 <b>Chair:</b> Claire Tough</p>	

**HRB speakers**

CB – Chris Brown (Somerset Council/Housing Director)

MB – Mark Brown (Second Step)  
JE – Jan Errington (Somerset Council/Housing Strategy)  
LK – Leisa Kelly (Somerset Council/Housing Options)  
ML – Mark Leeman (Somerset Council/Housing Strategy)  
AL – Andy Lloyd (Somerset Council/Public Health)  
PM – Peter McGuire (Somerset Council/Housing Strategy)  
CR – Craig Rossiter (Somerset Council/Housing Strategy)  
CT – Claire Tough (Homes In Sedgemoor/Chair of HRB)  
JW – Jonica Walkinshaw (YMCA – Dulverton Group)  
RW - Rupert Warren (Homefinder Coordinator)

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