

# NO FIRST NIGHT OUT



## HELP FOR SINGLE HOMELESS PEOPLE | APRIL 2018

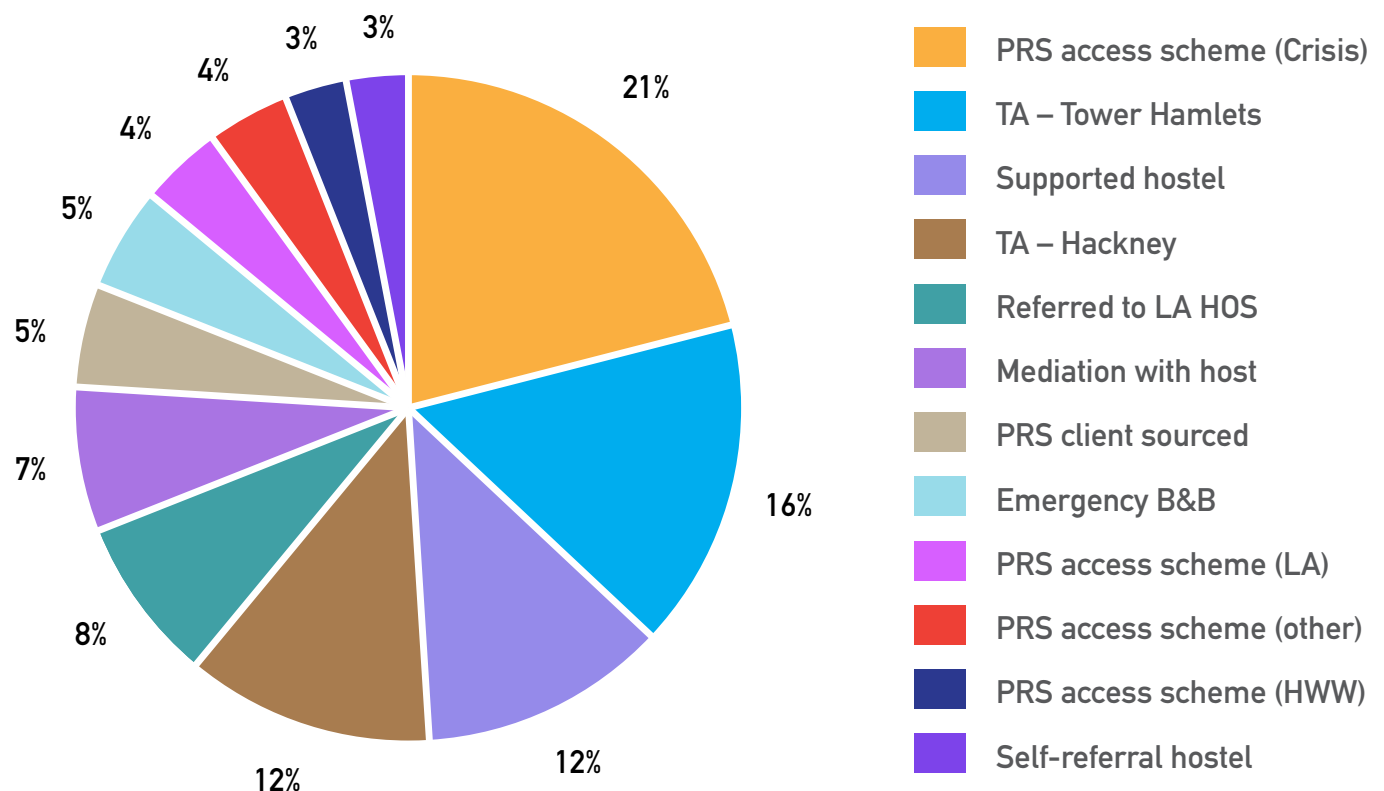
### NFNO Year 1 achievements

It's been an incredibly busy but success first year for the NFNO team. Thanks to the great partnership work between the team, steering group members, referral agencies and providers we have been able to prevent homelessness for 101 individuals in 2017/18.

The graph and table show you the breakdown of the final prevention outcome recorded for the 101 individuals, the majority being private rented accommodation.

Outcome	Total
PRS access scheme (Crisis)	22
TA - Tower Hamlets	16
Supported hostel	12
TA - Hackney	12
Referred to LA HOS	8
Mediation with host	7
PRS client sourced	5
Emergency B&B	5
PRS access scheme (LA)	4
PRS access scheme (other)	4
PRS access scheme (HWW)	3
Self-referral hostel	3
<b>GRAND TOTAL</b>	<b>101</b>

### NFNO Prevention Outcomes: 2017 – 2018



## Partnership Meeting Rescheduled

Thank you to all those that confirmed their attendance for the originally scheduled Partnership Meeting in March, however due to the ‘Beast from the East’ and the impact this would have had on transport and child care the meeting has been rescheduled to **Thursday 5th April, 11:00-14:00**. We have a jam-packed agenda for you and for those that can stay for lunch catering will be provided. Special thanks to Kiri Grant from Cardboard Citizens and Winnie Campbell from Vision Housing who will be presenting an overview of their organisations at the Partnership Meeting.

## More team changes!

Sadly, we said goodbye to Tracey Hamilton, NFNO Caseworker in late January of this year. Tracey had been with the project since the beginning of the pilot phase and within that time achieved some great outcomes for many NFNO clients and contributed to the development of some of NFNO’s long standing partnerships.

We now welcome Mary Strickson to the NFNO team as the new NFNO Caseworker who started with us in late March.



Mary has worked in a wide variety of frontline roles supporting vulnerable people across London. Most recently, she worked as a caseworker alongside the integrated health and social care networks in Islington. She previously worked as an advice and support worker in a homeless charity based in Tower Hamlets. Mary has worked closely with the NFNO local authorities and has demonstrated strong casework skills.

## Referral Freeze

The NFNO Project felt it necessary to put a freeze on all new referrals to the project from Friday 15th February – Friday 15th March. Apologies for any inconvenience this may have caused to your usual service provision. The freeze on new referrals was due to the volume of open cases, a recent increase in new referrals and staff shortages. NFNO are committed to providing a quality and time efficient service to all NFNO service users and partners and so thank you for your understanding and patience in this time.

We are now receiving new referrals and encourage all new referrals to be sent to the team email: [NFNO.team@cityoflondon.gov.uk](mailto:NFNO.team@cityoflondon.gov.uk)

## Partner Focus:



Crisis have been a major supporter of the NFNO Project over the years and since April 2016 delivering a private rented access scheme for NFNO service users. Crisis and NFNO continue to match fund a dedicated Crisis caseworker who works in partnership with NFNO to provide pre-tenancy training to clients, source private rented accommodation and provide on-going support to clients after placement. Crisis has contributed 21% of all prevention outcomes in 2017/18 to date.

Arto Maatta, Housing Team Leader shares his thoughts on the partnership work so far:

*“Crisis has been part of the NFNO project from the start and we feel our partnership has gone from strength to strength over the last 2 years. Alice and the NFNO project caseworkers have an honest approach when supporting clients with their housing need and the success of the project has always been effective communication. We regularly receive feedback from clients on how they feel they are treated with dignity from the start and they are being listened to. Crisis has been extremely successful in securing tenancies in areas that are affected by the overall single person’s benefit cap, including Hackney and Tower Hamlets. We believe our success has been a strong network of landlords and our impeccable negotiating skills.*”



Part of The Forward Trust

As previewed in the last edition of the Bulletin, Vision Housing has now joined the NFNO partnership group as a Private Rented Sector provider.

Vision helps provide housing and on-going support to ex-offenders prior to and on release from prison. Their service users are often at an extremely vulnerable stage in their lives, and Vision provides tailored packages of support to help prevent re-offending.

The concept was developed in 2007 by Annys Darkwa when she was a serving prisoner at HMP East Sutton Park. Annys saw many people being released from prison without the most basic needs being met, including a place to live. She also saw too many people being released back into areas where the temptation to re-offend was very high – without housing, work, training or specialist support. Vision was set up to break the cycle of re-offending.

Now part of The Forward Trust, Vision has built up a catalogue of landlords and estate agents who will

house ex-offenders. Vision provides advice on local authority housing law and enforcement, help with housing applications, supports service users with application meetings, signposts to other specialist support services and provides lifetime ad-hoc support as and when their service users need it.

Since 2007 Vision have:

- Housed and supported over 1,100 vulnerable people including ex-offenders
- Provided a link between housing and on-going support and a reduction in re-offending, sustaining 72% of tenancies and 11% overhaul in reducing re-offending
- Supported 470 people into work, volunteering, training and education.

We hope that in undertaking a pilot with Vision, NFNO will be able to utilise their specialist services for our clients who have an offending history to prevent their homelessness, and build their support networks and resilience for the future.



At the end of January, NFNO visited New Horizon Youth Centre to share knowledge about our services. We’re really pleased that NHYC can now refer their young people who are at risk of homelessness to NFNO, and likewise that they will provide expert specialist support for our young clients.

Founded in 1967 to address the needs of young people adrift in the West End of London, New Horizon Youth Centre continues today to work with the most vulnerable and at risk young people.

NHYC is a vital support network for 16-21 year olds who have no one else to turn to. They provide everything from hot food, showers and laundry to finding them accommodation, training and employment. They offer counselling, drug and alcohol support, health, fitness, art, music and communication skills workshops – everything young people need to create a positive future.

Their work has a huge positive impact on the lives of some of London's most disadvantaged young people.

In 2016, New Horizon Youth Centre:

- Helped 935 young people into accommodation
- Supported 451 people to resolve their housing debt and benefit problems
- Secured work placements or training for 320 people and supported 143 into employment
- Supported 263 young people through their prison outreach team.

To find out more, visit: <https://nhyouthcentre.org.uk>

## 2018 NFNO Research and Evaluation

The NFNO Steering Group would like to further explore the current reasons people are rough sleeping for the first time or identified rough sleeping for the first time in the tri-borough area.

Becky Rice, the NFNO researcher will be undertaking further research and analysis of new rough sleepers who have a local connection to the tri-borough. The 'End of pilot evaluation report' for NFNO highlighted that, while rough sleeping is being prevented for individuals assisted by NFNO, there is still a concerning number of people being contacted rough sleeping for the first time in the boroughs of Tower Hamlets and Hackney.

The aim of the research is to assist NFNO to:

- Refine the ways in which those at risk of rough sleeping are targeted
- Prioritize partnerships with the services that are in contact with those who go on to sleep rough
- Make decisions about service design (for example eligibility criteria and refinements to the typology used).

## GDPR

**What is GDPR?** The law on data protection changes on 25th May. The new General Data Protection Regulation, or GDPR, is a European-wide law and will change the way we collect, use, store or do anything else with people's personal data.

**What are the changes and likely impact?** The changes introduced by the GDPR reflect the realities of the digital age and the need for people to take more control over their personal data. One of the key objectives of the new law is to ensure that organisations like ours make protecting personal data a priority.

We expect to see the biggest impacts in the areas of consent, transparency and accountability, but at the same time we want to make the most of this opportunity to build trust with clients and ensure we have robust systems in place that leave a proper paper trail.

**NFNO's response to these changes:** We need to make sure that clients, employees and others can trust us to use their personal data properly and safely, as well as complying with the law. Here are some examples of how NFNO will be responding positively to the new regulations:

- Updating our Client Agreement to improve the way we ask for consent from our clients to use their data
- Giving our clients the option to review or withdraw their consent, choose and change their communication preferences, by making use of our bespoke SharePoint database
- Posting our privacy notice on the NFNO website and sharing it with all new clients
- Refreshing our risk analysis and risk management plan for personal and sensitive data
- Working with our tri-borough partners to tighten up and improve security when sharing clients' data.

**Do these changes impact your services?** The GDPR will definitely affect all organisations, across all sectors! If you're a [small organisation](#) or [charity](#), the Information Commissioner's Office has produced some FAQ's specifically for you.

**Useful links:** [Homeless Link: GDPR – changing the way you handle data](#)

## Website

Areas of the NFNO website continue to be revised with the view to keep partners up to date with new NFNO developments. The following highlight some recent changes and others to expect to see on the website in the coming months:

- News story on the Libraries presentations
- News story on Crisis support
- Crisis and NFNO case study
- Updated Memorandum of Understanding and Terms of Reference
- Permanent page on ‘Partners’, sharing who we work with
- Updated contact details
- Updated Screen & Refer Tool
- Bulletins

Please do take a look [www.nfno.org.uk](http://www.nfno.org.uk) and any feedback or recommendations most welcome.

## Dates for your diary!

### Next Partnership Meeting

5th April at 11:00 – 14:00, Guildhall

Lunch will be provided, and email invitations have already been sent out. If you haven't received an invitation but would like to attend please get in touch.

[Click here for a map](#)