

Appendix 3

Welsh Government - Rough Sleeper Count

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Background

The Welsh Government has a long established objective to end the need for anyone to sleep rough by ensuring appropriate and accessible accommodation is available. Information on the extent of rough sleeping in Wales however has been limited and where surveys have been carried out there have been inconsistencies in methods, timing and coverage.

In 2015, an annual monitoring exercise was introduced. The Welsh Government worked with local authorities to develop a suitable methodology and process which was further enhanced during 2016 and remained unchanged since.

Methodology and coverage

The purpose of an annual rough sleeping monitoring exercise is to gain a better understanding of the scale of, and trends in, rough sleeping at a local and national level. Rough sleepers are defined as persons who are sleeping overnight in the open air (such as shop doorways, bus shelters or parks) or in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks).

The methodology involved two separate phases which included a 2-week information and intelligence gathering period followed by a one-night snapshot count. This process enables local authorities and their partners to identify rough sleepers in specific areas on a particular night but also to support this with data from a range of services over a longer period to provide a more comprehensive picture of the incidence of rough sleeping across each local authority area. The two-week data gathering exercise, used information from a range of services including faith groups, outreach workers, the police and health agencies, in order to provide evidence of levels of rough sleeping over a longer time period.

Local planning

Questionnaires are distributed to agencies for the two-week count and are asked to be returned to the Homeless Prevention Pathway for collation. Volunteers are recruited from within Denbighshire and across partner agencies for the one-night snapshot count which is coordinated by an identified individual. Areas to visit across the whole of the County are identified both by car and on foot in groups. Full risk assessments are completed and health and safety information distributed as per below:

ROUGH SLEEPER COUNT INFORMATION – 2019

The rough sleeper count will take place on Thursday 7th November between 10.00pm and 5.00am.

The Coordinators will predominately be based in Ty Golau from 10pm until all volunteers have arrived home safely.

Each team will be provided with snacks and drinks before the count. They will also be provided with a list of areas to visit, based on information received and previous counts.

Important Contact Numbers

Coordinator number	10pm – 12am
	XXXXXX
	12am – 2am
	XXXXXX
	2am – 5am
Back up number (Ty Golau)	01745 360868
Police Log Reference number	X146850
Police number (non-emergency)	101
Police number (emergency)	999
Coastline Taxis	01745 366666

- Each team should contact the Coordinator on duty when they arrive / leave each destination (town).
- If the Coordinator's number is busy and you need to check in before you leave a destination, please contact the backup number (provided above).
- In difficult situations where you may need assistance, contact the Coordinator on duty and use the phrase Have you got the red file? The coordinator can then contact the Police.
- If you have to make a phone call to the Police either 101 or 999, quote the police log reference number (provided above).
- Once the count has been completed, all volunteers need to contact the Coordinator on duty to let them know they have arrived home safely.
- The Coordinator must contact Ty Golau once they have arrived home safely.

Volunteers will need:

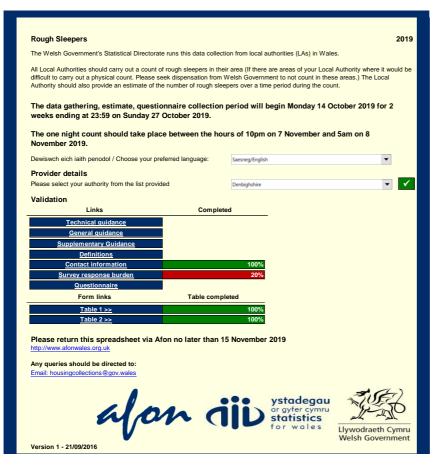
- A fully charged, working mobile phone.
- A torch.
- Loose change, should there be a need to use a payphone in no signal areas.
- Warm / suitable clothing and footwear suitable for rough terrain.
- Designated drivers should have enough petrol in for them to travel to the agreed areas.

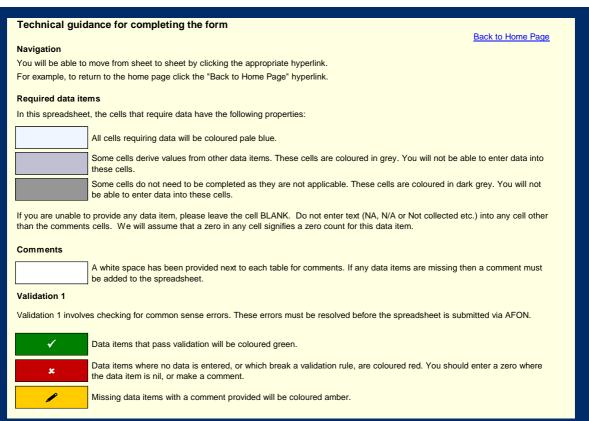
National Reporting

All data collected from the two-week period and the one-night count are sent to Welsh Government on the attachments below and are collated for all Local Authorities.

Generally, the information is used for:

- monitoring trends in rough sleeping
- policy development
- advice to ministers
- informing debate in the National Assembly for Wales and beyond
- geographic profiling, comparisons and benchmarking.





Guidance for conducting a Rough Sleepers Count

Introduction

The purpose of the count is to gain a better understanding of the scale and trends in rough sleeping over time to inform local and nation policy responses to this issue. The process will enable local authorities and their partners to identify rough sleepers in specific areas particular night and support this with a data gathering exercise by using information from a range of services over a short period. The objective is to have a rounded picture of the incidence of local rough sleeping.

A questionnaire based survey should be conducted over the two week period 14-27 October among all agencies / services locally who might engage with the client group. The questionnaire has been designed by Denbighshire County Council Housing and Supporting People Teams, and checked and blind leaded by Community Development Cymru. This is the questionnaire teams should use when collecting information from potential rough sleepers during the information gathering period.

I Local Authorities wish to add to this questionnaire for their own information gathering purposes then this will be at the discretion of the individual Local Authority. Pre-count meetings should be held to consider the outcomes of the Questionnaire in order to focus the Count and plug any gaps in intelligence. Additional assistance may be drafted in from local community police officers to assist with the informatigathering and the count.

The questionnaire should be completed by local agencies over the specified two week period above. A unique ider order to ensure that there is no double counting of Individuals. The results of the questionnaire based survey should be entered in to Table 2.

Start times should be tailored to meet local circumstances. In cities or towns with a busy night time economy it may be appropriate to delay the start time until after midnight so that rough sleepers who bed down after pubs and clubs close are still counted.

A Coordinator will need to be appointed to ensure there are adequate numbers to conduct the count and to liaise with other agencies to inform and gain any necessary permissions.

It is not necessary to cover every street or park in the local authority area, and it's unlikely you'll have enough counters to do this. It's better to use prior intelligence gathering to focus on rhotspot areas where rough sleepers are known to sleep and areas where people are sometimes seen bedded down. In urad or valley areas the count need only cover population centres where evidence indicates a significant possibility of people rough sleeping.

Count coordinators should divide the area being counted into segments for each counting team. Each counting team will need a map clearly showing the boundaries, definitying individual streets or parts of streets, and draw them on the map. It is important to be precise about boundaries so that areas are not double counted or missed entired.

Vherever possible, the areas covered should be well known to the teams and individual counters. The most effective counters are those with knowledge of where people are likely to be sleeping rough in that area, for example workers from local outreach teams. If you recruit a idear range of volunterset, by to include someone with knowledge of local rough sleeping in each team.

It is recommended that, where possible, prior arrangements are made so that emergency beds are available for people found on the count who want to move of the streets. If rough sleepers are supported with any intervention on the night of the count they should still be counted as bedded down for the purposes of the count and recorded within the single figure.

Other interventions could include:

Information of services available for rough sleepers/homelessness in the local area, e.g. drop-in centres, homelessness organ

Where possible it may be useful to establish if the individual understands or knows how to make a homelessness application. If not, this information should be provided.

balance needs to be maintained between keeping people safe and the need to gather as much reliable information about rough sleepers

In order to get this balance right, the Coordinator should:

Give clear guidance to counters about whether or not to wake up any unknown/new rough sleepers found during the count. This would find out more about them and to offer support and, where available, assessmen/laccommodation. In most cases, unless counters are utreach workers, it will be safer not to wake the person, but to leave some information about local services and arrange for outreach to lock for them on the next shift. Please note that only the single count figure is required, gathering extra detail is a local decision.

Organise the count so that counters work in teams of at least two and have relevant equipment e.g. torches, phones. The Coordinator includ be aware of each team's planned route to and from their counting area and check in with them by phone at regular intervals during the count.

The conduct of the counters is of paramount importance. They should be given clear guidance beforehand about their role and should be ent home from the count if they are unsuitable (e.g. intoxicated).

Counters should be told not to enter areas that they feel are unsafe without support from the police. Counters will need to be mindful of ural areas that may not have mobile phone coverage, if counters feel vulnerable due to the location and are not able to receive a sufficient nobile phone signal, counters should not place themselves at risk.

Local police should be asked to assist with counts and may be willing to do so. Having police officers available on the night means that here are more options available around waking up unknown/new rough sleepers to get information and offer support.

Safe transport from (and potentially to) the base of operations is the Coordinator's responsibility

Counters should carry identification and a letter from the local authority explaining their purpose in being ut late at night and in unusual locations.

On the night of the count, the Count Coordinator should go through the safety procedures carefully with counters and give counters time to ask questions. This villicover: when to call in, how to respond to emergencies, when to leave an area, and how to deal with any aggression or anger from rough sleepers or others.

n preparation for the night of the count, local authorities should devise a form for local use

Counters should record each individual person on a separate line on the form, rather than writing totals on the form as this cannot be

formation about each rough sleeper may be recorded from previous knowledge of the person and their sleeping site, rather than hake them.

It's useful for counters to give as much information as possible on the location of people sleeping rough, as this may help with the future

Details of individual rough sleepers are confidential. Information should be stored and shared in line with the protocol of the local authority (or the agency coordinating the count), which may include information sharing arrangements with relevant local services.

Supplementary Guidance

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Supplementary Guidance for Completing the Rough Sleeper Count Surveys

The surveys are intended to complement the one night count by gathering data from range of organisations. This data will be used to inform where to target the one night count and to provide a more detailed understanding of rough sleeping. Appendix 4 sets out the intended

The questionnaire in Appendix 2 has been designed by Denbighshire County Council Housing and Supporting People Teams, and checked and 'blind tested' by Community Development Cymru. This is the questionnaire teams should use when collecting information from potential rough sleepers during the information gathering period. If Local Authorities wish to add to this questionnaire for their own information gathering purposes then this will be at the discretion of the individual Local Authority.

This guidance is intended to support and complement your Local Authority's existing arrangements in planning and carrying out the survey. This is not a proscriptive document and some suggestions will not be relevant for your Local Authority. If you feel you have developed good practice that is not included in this guidance, you can send this to Robert.Owen5@gov.wales and Carl.Spiller@gov.wales

Planning

The survey response will be more successful if you are able to plan in advance.

Things to consider when planning are;

- Consider nominating a lead Local Authority Officer to coordinate carrying out this survey
- The survey will be carried out for at least two week
- · Dates will be fixed to allow comparison across all 22 LA areas. Remember that the findings of the surveys need to be collated in time to feed into the one night count

 I dentify Newsletters, Meetings and Forums where you can advertise and promote the count to stakeholders and agencies
- You may benefit from arranging a pre-survey meeting with the key agencies you want to take part.
 - suggested agenda is;
- o Purpose of survey
- o Definition of Rough Sleeping (Appendix 1)
- o Agree list of participating agencies o Agree any additional local questions
- o Named contacts for each agency
- o Dates of Survey (this will be set by WG)
- o How to submit completed surveys
- o Who to contact for advice and support
- Each Local Authority is going to have different agencies working with rough sleepers in their area. In order for the survey to be as accurate as possible it is recommended that the Local Authority include as many local agencies as possible

Suggested agencies are

- o Homelessness Team members
- o Homeless Day Services
- o Night Shelters and hostels
- o Supporting People Service Providers
- o Communities First, Flying Start, Team around the Family
- o Police Officers, Community Beat Managers & PCSO's
- o Fire safety officers o S180 Service providers
- o Social Services staff Single Point of Access, First Contact Teams o Health Staff Mental Health, Substance Misuse, GP's, Nursing Services for homeless people etc.
- o Library staff o Churches and voluntary organisations
- o Advice organisations, Shelter, CAB
- Regular reminder emails to the agencies during the survey will act as a prompt
 If resources are available, the nominated Local Authority survey coordinator could visit agencies during the survey period to offer support and assistance in completing the surveys

Collecting the responses

To get the best response you will need to make responding as easy as possible for all the agencies taking part.

To do this you may want to consider;

- Offering to collect the surveys from the individual agencies
- To nominate multiple offices where surveys can be dropped off
- Accept online submissions either scanned or inputted

Using the data

The Welsh Government want each Local Authority to complete a return that captures the data collected via the Survey and the one night count. However, the data can also be used in the following ways

- o To inform the one night count, where the information on locations can be used to target counting to those areas
- o To inform a local authority response to rough sleeping (See Appendix 3 for example from Denbighshire) o To inform local service planning and commissioning

Any other emergency provisions (specifically for (people at risk of) rough sleeping)

Please list the projects, the number of emergency beds and their availability on the night, of any other emergency provisions (not included in the emergency bed row) provided by your authority for rough sleepers e.g.: NightStop, Night shelters (if not included in row 2), Hostels and any other controlled access accommodation available through Gateways. Do not include direct access provision (this should always be included in row 2 above) and do not include B&Bs.

Direct access provision is commonly understood as accepting people at the door. Hostels, night shelters are where the person can self-

Following the collection Welsh Government may contact you to clarify the detail of your return.

Definitions

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For the purpose of the count the following definition of a rough sleeper is recommended:

- People sleeping
- About to bed down (sitting in/on or standing next to their bedding)
- Actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments).
- People bedded down in buildings or other places not designed for habitation (such as stainwells, barns, sheds, car parks, cars, derelict boats, stations or "bashes").

Those taking part in the count should be aware that the definition does not include:

- · People in hostels/night shelters
- Sofa surfers.
- People in campsites or other sites used for recreational purposes or organised protests, squatters or travellers.

Counters will need to decide whether a person is likely to bed down for the evening. Research has found that in many areas people seen drinking in the street or begging (even if they have a blanket or a sleeping bag) are not necessarily sleeping rough and they should not be included unless the counter is satisfied that the person is likely to bed down later that evening. Local Outreach teams would be a good source of information to verify if any doubt exists.

Emergency bed spaces

Emergency bed space are direct access provision, nightshelter or cold weather provision beds in churches, community centres, etc, but would not include B+B

Direct Access

Direct access provision is commonly understood as accepting people at the door. Hostels, night shelters are where the person can self-refer / present and be allocated a bed for the evening.

Snapshot One Night Count:

A rough sleepers' count is a snapshot of the number of rough sleepers in a local authority area on a particular night. Whilst it is not intended to be an accurate record of everyone in the area with a history of rough sleeping it can be an effective means of estimating the scale of the problem and provide a means of monitoring progress to eliminating the need to sleep rough over a period of time.

Estimating Numbers of Rough Sleepers:

It is expected that before the rough sleepers count an estimate and intelligence gathering exercise is conducted by asking agencies who work with potential rough sleepers to conduct a survey of these clients for a period of 2 weeks before the actual snapshot count take place.

Contact information

Denbighshire

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Please provide contact details for your authority below. This will help us to direct any queries to the correct contact.

Form completed by/Main contact for data queries:

	4	V1
Name	Debbie Nalecz	✓
Telephone number	01824706450	✓
E-Mail address	debbie.nalecz@denbighshire.gov.uk	✓

Alternative contact details

Name	Claire Owens	✓
Telephone number	01824 712933	✓
E-Mail address	claire.owens@denbighshire.gov.uk	✓

Monitoring survey response burden

Denbighshire

<u>Table 1</u>

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The Welsh Government is monitoring the burden placed on local authorities completing the data collection forms. This helps us when planning future changes to data collection forms. We would be grateful if you could assist us by completing the table below.

Please enter the time it has taken you (and any colleagues) to prepare and send the return. A number of staff employed in different roles may have been involved. You are asked to count the hours spent by staff in each full time equivalent annual salary band indicated below. You will need to round staff salaries to the nearest £1,000. Please record your time to the nearest hour

Please only include time spent on activities to prepare and send this return, such as:

- Retrieval and saving the empty form;
- Collection, collation, analysis and aggregation of records and figures required;
- \bullet Filling in, checking, amending, reviewing and, when completed, approving the form; and
- Sending the form back to the Welsh Government's Statistical Directorate through AFON.

Grade of staff	Hours taken	V1
Band 1 (£11,500 - £19,999)		æ
Band 2 (£20,000 - £26,999)		ж
Band 3 (£27,000 - £33,999)	10	✓
Band 4 (£34,000 - £53,999)		×
Band 5 (£54,000+)		×

Comment				

Appendix 2			Back to Home Page
Rough Sleeping Survey October 2019			
This survey is intended to help agencies to understand how sleeping they are experiencing. This will help us to develop	many people are rough sleepin	ng, how lon	g they are rough sleeping for, and what type of rough
The survey is very easy to complete. Please could you com	plete the survey with each pers	son who is/	
		ilselves of	ask for their permission for you to complete it on their behalf.
Did you sleep outside last night?	Please circle Y or N		
Did you sleep out with any other family member? If yes, can you tell us who?	Please circle Y or N		
- , , , , , , , ,			
For how many nights in a row have you slept out this time?			
une:			
Reason for sleeping rough (What caused you to sleep rough this time?)			
5. Have you slept out before this period?	Please circle Y or N		
If yes, can you tell us dates?			
Reason for becoming homeless (What caused you to lose your accommodation initially?)			
7. If you were sleeping outside last night, please describe where you slept e.g. on a beach; in a shop doorway; in a			
tent on waste ground? Or somewhere else?			
If you didn't actually sleep outside, did you sleep rough elsewhere? e.g. squats. Please describe this below,			
including the number of nights			
Do you have your own home/tenancy you could use?			
Do you want support to stop rough sleeping?	Please circle Y or N		
What support do you need to do this?			
Have you approached a Local Authority or other agency for support in the past?	Please circle Y or N		
If yes, please explain what happened.			
12. What was your last settled address or local authority			
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Appendix 1

Definition of Rough Sleeping

People sleeping, about to bed down (sitting in/on or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People bedded down in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations or "bashes").

Table 1: Count of people sleeping rough				
				Denbighshire
Go to quidance Go to definitions				Table 2 Back to Home Page
A count is a single night snapshot of the number of rough s above.				
The one night count should take place between the ho	urs of 10pm on 7 Nover	mber and 5am on 8	November 2	019.
Table 1:	Total	2018	V1	Comment
	a		а	
Total count of rough sleepers	2	1	✓	
Total number of emergency beds	8	8	✓	
Number of which were available on night of the count	2	3	✓	the couple had previously accessed emergency bed for 3 nights but had no
Any other emergency provisions not included above? - see	Supplementary Cuidenes			Supplementary Guidance
Emergency Provision		per of beds available		Number of beds taken on night
Comment				

Table 2: Estimate of people sleeping rough				Denbighshire	
Go to guidance				Back to Home Page	
Go to definitions				<u>Saok to Homo Faqo</u>	
An estimate should be a single figure (rather than a range) showing the number of people thought to be sleeping rough in the local authority area in the chosen 2 week period between the 14 October and the 27 October inclusive. Authorities are advised to bring together local agencies, health organisations and services in the community that have contact with rough sleepers on the streets and use their expertise in arriving at an estimate. The guidance sets out at the links above should be used when deriving an estimate.					
	Total	2019	V1	Comment	
	a		а		
1 Estimated number of rough sleepers	4	1	1		
This estimate has been derived following consultation wi	th (please indicate all that apply)				
5 ii) Faith Groups	2				
6 iii) Outreach workers	v				
7 iv) Local residents/businesses					
8 v) Police					
9 vi) Health Agencies					
10 vii) Substance Misuse Agencies					
11 viii) Drugs and Alcohol Treatments Teams (DATT)					
Comment					