

Homelessness – support in the labour market

Guidance Queries and Help

1. If you are unable to find an answer to a particular question regarding this guidance you must contact the Jobcentre Plus Live Support Advice Line. Do not give the Advice Line number to claimants or outside bodies under any circumstances, it is for the use of Jobcentre Plus staff only. Details of how to contact them can be found by clicking on the following hyperlink, Advice Line Home Page.
2. Please do not use the 'E-mail page owner' and 'Page information' links at the bottom of each page of guidance to raise policy queries, these should only be used to report broken hypertext links.

Purpose of this Guidance

3. This guide aims to inform advisers of some of the problems homeless persons most often encounter and as such provides information on the support available through Jobcentre Plus to help homeless claimants move into work.

Background

4. As at March 2012, there were 50,430 households living in temporary accommodation in England. This compares to 10,743 in Scotland and 2,770 in Wales. These are households accepted by Local Authorities as requiring assistance under homelessness legislation (figures taken from DCLG statistics on homelessness). In England in autumn 2011, 2,181 people were recorded as sleeping rough (figures taken from the UK National Statistics Publication Hub). In 2011, there were also around 41,000 hostel bed spaces for single homeless people in England (figures taken from Homeless Link Survey of Needs and Provision 2012). These figures do not take account of the "hidden homeless", such as people living at a friends address or in other insecure accommodation. Homeless Support Organisations, such as CRISIS, suggest that these figures vastly underestimate the actual number of people who are homeless".
5. A homeless person will be affected by difficult life circumstances, for example, relationship breakdown, financial difficulties, violence or abuse within their home environment.
6. Whatever the reason they will have been compelled to leave their home. Some might have friends and family which they are able to turn to in the short term, others may wish to hide their circumstances and might not be prepared to seek help locally.
7. Social stereotypes still apply to the homeless leading to intentional or unintentional discrimination and isolation. It's important that a homeless person is seen as, and treated as, an individual.
8. No one chooses to be homeless and for those faced with homelessness survival becomes a full time job.

Legal definition of homelessness (England and Wales)

9. A person will be classed as being legally homeless if they:
 - Have no home in the UK or anywhere else in the world
 - Have no home where they can live together with their immediate family
 - Can only stay where they are on a very temporary basis
 - Do not have permission to live where they are
 - Have been locked out of their home and they aren't allowed back
 - Can't live at home because of violence or abuse or threats of violence or abuse which are likely to be carried out against them or someone else in their household
 - It is not reasonable for them to stay in their home for any reason, for example, their home is in very poor condition
 - Can't afford to stay where they are and/or
 - Live in a vehicle or boat and have nowhere to put it.
10. In addition a person is considered to be threatened with homelessness if they are likely to become homeless within 28 days, for example, they are asked to leave present accommodation with family or friends or are being evicted.
11. The 2002 Homelessness Act extended priority need to include 16 and 17 year olds and people who are vulnerable because of an institutionalised background, for example, if they have been in care, the armed forces, prison or are fleeing domestic or other violence.

Legal definition of homelessness (Scotland)

12. In Scotland the legal definition of homelessness is anyone who does not have a safe or permanent home as laid out in the Housing (Scotland) Act 1987, amended by the Housing (Scotland) Act 2001 and broadened by the Homelessness, etc (Scotland) Act 2003.

Local Authority assistance.

13. Legally, local authorities are only required to house people who are in priority need, for example, pregnant women, families with children, 16 and 17 year olds and those who are vulnerable due to old age, mental or physical disability.
14. Single people and childless couples have a right to receive advice and assistance from the local authority but are expected, thereafter, to help themselves. Local authorities have no duty to provide housing to this group.
15. Claimants placed into temporary accommodation will remain vulnerable and need to address the issues that placed them into their current circumstances. Insensitive handling could result in claimants falling back into rough sleeping or erratic lifestyles because they are unable to cope with the rules and restrictions that accommodation might bring.

Role of Jobcentre Advisers

16. The role of a Jobcentre Adviser is to provide advice and help related to the receipt of the correct benefits, jobs, training and to help the jobseeker break the cycle of no job, no home: no home, no job.
17. It will be advantageous for Jobcentre advisers to familiarise themselves with details of their Local Authority housing team and the process for signposting appropriate claimants to them for assistance.
18. Within the Department for Work and Pensions (DWP) a homeless person is defined as any individual a Jobcentre adviser identifies as disadvantaged by the lack of accommodation or where the claimant perceives that their lack of permanent accommodation is a barrier to employment or training. The Person With out Accommodation (PWA) marker must be set for these claimants. An address or lack of an address is not classed as personal sensitive information and therefore consent is not required. See How to set the PWA marker within this guidance.
19. Whilst homeless people may have some common problems each person must be treated as an individual case. The difficulties which the individual faces will vary depending on their housing circumstances and any other personal problems they may have, for example, drug and alcohol misuse, a background in offending, behavioural problems, mental health issues etc.
20. People sleeping rough and those in insecure accommodation face severe barriers to employment. They can spend much of their time concentrating on survival so searching for a job can be a problem.
21. When a claimant with one or more of these barriers to work is identified by a Jobcentre Adviser, they should be referred to available, appropriate provision.
22. The District Provision Tool should assist in identifying appropriate provision that focuses on the needs of ex-offenders/offenders, homeless and drug/alcohol misusers available in your District. Consider the best option for the individual. Get Britain Working Measures as well as specialist providers provide support to help claimants prepare for and find work.
23. A Jobcentre Adviser is not equipped to counsel homeless people or take on the role of a Social Worker. However, having an insight into some of the problems that homeless people face might assist with building a rapport, showing understanding/empathy and result in the claimant's self disclosure or the identification of an individual's circumstances and barriers to work.
24. Because their circumstances are compounded by other problems, homeless people are instantly at a disadvantage in the labour market.
25. Rough sleepers may find it difficult to look clean and presentable. This can discourage potential employers and may also deter jobseekers from applying for jobs.
26. Homeless people could also well be suffering from one or more of the following:
 - Cold
 - Hunger
 - Depression
 - Poor diet

- Ill health
 - Loneliness
 - Frustration
 - Embarrassment at their predicament
 - A feeling of isolation
 - Stress, and
 - Lack of sleep.
27. The lack of security, privacy and a place to go are likely to have a serious effect on self esteem, morale and motivation.
28. A homeless person's priorities will be:
- Finding a place to sleep
 - Keeping warm, and
 - Getting a hot meal.
29. Addresses for temporary bed and breakfast accommodation may be well known to Jobcentre advisers and may help in identifying a homeless person. Hostel addresses can be checked through the [Homeless Link](#) database
30. Once their homeless status has been identified, any advice offered by a Jobcentre Adviser to a claimant will depend on what the individual considers to be a barrier to work and the specific factors affecting their job search.
31. It's worth remembering that a homeless person might not consider they are homeless unless they are actually roofless.

Types of homeless living

32. Jobcentre staff are likely to encounter claimants disadvantaged by different types of homelessness. Likely examples would be:
- Living in temporary accommodation arranged by local housing authority (council), for example, bed and breakfast accommodation. In England the use of B&B accommodation for families with children for longer than 6 weeks is prohibited.
 - Hostel residents (including 'first stage' accommodation where a person might stay until more permanently resettled), or residents of 'second stage' (commonly focused on rehabilitation/resettlement) accommodation for homeless people
 - sleeping rough
 - sleeping on friends' sofas (sofa surfing) and/or floors
 - living in squats
- NB:** Homeless people are likely to move between different types of homeless living over time and this can result in an erratic lifestyle where they have no consistency or routine. In turn this can hamper the adviser's support to enable the claimant to enter employment.

Claimant declares they are homeless

33. The claimant should volunteer the information that they are a homeless person. The Jobcentre Adviser may be able to prompt disclosure by asking questions about their current circumstances. For example, presenting a

list of disadvantages and asking if any apply or specifically asking about their accommodation status.

34. Where claimants are known to be homeless on release from prison it is important that advisers work closely with colleagues providing support within prisons and Probation Services. See Employment and Benefit Advisers in Prison guidance for additional information.
35. Once homelessness has been identified, the Jobcentre Adviser should ascertain the impact this is likely to have on the claimant obtaining and retaining employment or training.
36. The Jobcentre adviser will also need to consider any other barriers to work the claimant may have, for example, health problems, alcohol and drug issues, and/or a history of offending etc. See the Vulnerable Customer Hub for further information.
37. Although consent is not required prior to setting the PWA marker it will be required prior to recording barriers considered to be sensitive personal information on the Labour Market System (LMS). See LMS Data Protection Compliance Guide Where consent is given, consider setting the disadvantaged marker where appropriate. This will ensure the claimant is identified in relation to available appropriate future support. See Markers and Hotspots chapter of the Performance Team Leader's (PTL) Manual for more information on the use of markers and hotspots.
38. For claimants who are also dependent on drugs and/or alcohol consider the voluntary referral process. This provides an opportunity for an individual to attend a discussion, on a voluntary basis, with an appropriate drug or alcohol treatment provider and investigate the treatment options available. Further information can be found in the drug/alcohol strategy voluntary referral guidance.
39. Encourage the claimant to refer themselves to available specialist help through external organisations. Support may be available within Hostels and Day Centres to assist with housing, counselling, debt etc. This type of advice/support could be an appropriate alternative to standard Jobcentre provision. See Sources of help.
40. Assess the implications of the individual's circumstances and decide with the claimant whether they feel able to cope with employment or training.
41. Claimants attend specialist or treatment provision on a purely voluntary basis. As such it is not appropriate to mandate attendance via a Jobseeker's Direction.
42. However, it should be made clear that all claimants must comply with the requirements of the benefit they claim. In the case of JSA a claimant must be available for and actively seeking work.
43. Encourage the claimant to seek employment and ensure they are aware of the rules on part time working. Part time working in the short term would also allow them to continue to search for accommodation.
44. Securing and maintaining employment may help in resolving the problem of the homelessness, possibly in conjunction with specialist help. Where claimants are too far removed from the labour market and would be unable to cope with employment or training consider discussing claiming other benefits which might be more appropriate to their circumstances. Claimants should be encouraged to seek available specialist support.

45. Once the barrier to work has been assessed consider referral to appropriate provision including Get Britain Working measures.

The Jobseeker's Agreement/Action Plan

46. A Jobseeker's Allowance (JSA) claimant must satisfy the conditions for entitlement to JSA by being available for and actively seeking employment, as well as taking the steps detailed in their Jobseeker's Agreement (JSAg).

47. Depending on their prognosis, a claimant of Employment and Support Allowance (ESA) may be aiming to move closer to employment over a relatively longer term and might have educational and training requirement and goals recorded on an action plan.

48. The Jobcentre Adviser will need to establish how the homeless situation and the need to find accommodation is affecting the claimant in relation to their job search or employment and training goals.

49. When drafting the JSAg or action plan, consider the implications of the claimant having no accommodation and the steps that the claimant needs to take to find accommodation.

50. The precise barriers to employment faced by homeless people will vary depending on:

- the person's previous employment history
- the person's skills and educational achievements
- issues such as drug/alcohol misuse and drugs
- any convictions or employment restrictions
- the reasons for homelessness, and
- their particular homeless state.

51. The JSAg or action plan must take into account any support/encouragement the claimant might need to challenge themselves to overcome perceived barriers as well as tackling the actual barriers affecting their move towards or search for employment.

52. For some homeless people the only problem will be the lack of a stable home and a job. Others may need additional help with:

- basic welfare, benefits and housing advice
- training needs analysis, and
- coaching in job search skills, self presentation and interview techniques.

53. Sleeping rough may limit the steps a jobseeker can take because:

- employers will be alerted to their homelessness through the lack of a contact address
- they will be unable to make speculative applications or be recruited by employers keeping lists of past applicants, and
- they are unable to fill in application forms other than on the employer's premises and cannot receive telephone calls or messages.

54. People living in short term accommodation and hostels may find it difficult to overcome prejudices of certain addresses as some employers could discriminate against applicants from particular postcodes or housing estates.

55. Consideration should be given to all these factors when agreeing what steps are reasonable for a claimant with no living accommodation to take in any week.
56. For further information on completing a JSAg see Labour Market Conditions Guide >> Jobseeker's Agreement.

Other benefit claimants

57. Homelessness applies to people of all ages; not all homeless people will be of working age or capable of work.
58. For those people who claim other benefits and particularly those on non working benefits, for example, pension and/or disability benefits individuals may not be used to attending the Jobcentre.
59. A homeless individual is likely to require additional time and support. Standard benefit processes readily understood and accommodated by other claimants may be daunting to them and may have prevented engagement in the past. For example, on line claims and assessments for benefit like the Work Capability Assessment (WAC) may well have been avoided or missed.
60. It will be for individual districts to decide how they wish to support and direct or signpost these customers to available local provision.
61. Where districts choose to record the claimant's details, the process and implications must be explained to them and consent must be obtained to allow the creation of an LMS record and to record personal, sensitive information. See Disclosure of sensitive information by claimant in the office and Non-benefit claimants and those without an LMS client record.

Recording sensitive information on LMS

62. The following information gives a general guide to how Jobcentres record sensitive information on the Labour Market (LMS) system. Further information can be found in the LMS Data Protection Compliance Guide.

Disclosure of sensitive information by claimant in the office

Benefit claimants

63. The claimant may ask to know what will happen to the information if consent to information being recorded is given. Explain as follows:
 - to help make sure the Department for Work and Pensions (DWP), which is the data controller for purposes of the Data Protection Act (DPA) 1988, provide the best possible service, we need consent to hold information of a personal and sensitive nature on LMS
 - LMS is used by Jobcentres to hold details about people using our services as well as details about jobs, training and other available opportunities
 - information of a sensitive nature will only be used for the purposes of a claim to benefit or to support efforts to find work
 - DWP would like to hold this information to help make sure we provide the best possible service by taking into account a claimant's particular circumstances

- only specific staff within DWP have access to a claimant's personal information
 - sensitive information of a general nature, for example, the number of people who may have a health problem that affects their day-to-day activities, may be used by DWP and shared with other government departments for research purposes, for example, to help inform the development of services provided. In such circumstances, the information shared will be anonymous figures only and will not refer to a claimant personally;
 - by completing form DPA1, a claimant is providing consent for DWP to hold personal information of a sensitive nature and to use it in the ways described above
 - refusal to give consent will not affect any entitlement to benefit but may mean advisers need to repeat questions already answered previously.
 - for more information on data protection see the Privacy section on the Department for Works and Pensions' website.
64. The claimant needs to be informed what will happen to the information once recorded. They need to be reassured that the information will be:
- dealt with in confidence
 - treated as being of a sensitive nature, and
 - recorded only where consent has been given by the claimant.

Non- benefit claimants and those without an LMS client record

65. Under the Data Protection Act (DPA), non-benefit claimants must be made aware of their rights before an LMS claimant record can be created to store their personal details. This could be to submit them to vacancies and create interviews where required. Where they agree, verbal consent must be obtained.
66. However, other types of sensitive information, for example health problems, a criminal record, drug/alcohol dependency or disabilities, form DPA1 must be completed.
67. The same will apply to older people and those claiming benefits which wouldn't routinely be dealt with in Jobcentres. For example, Tax/Pension Credits, Careers Allowance, Personal Independence Payment, etc.

Claimant agrees

68. Where the claimant agrees to their information being recorded, they must complete form DPA1.

Claimant disagrees

69. If a claimant chooses not to consent to DWP holding sensitive personal information:
- accept the decision, and
 - ensure that sensitive information is not recorded or where consent is withdrawn that it is removed from LMS records.
70. Any submissions to provision associated with the individual's barriers to work would need to be made clerically and clerical records kept to support this.

Sensitive information already held on LMS

71. Where sensitive information is being held on LMS and form DPA1 has not been previously completed, then form DPA1 must be completed retrospectively to comply with the Data Protection Act (DPA).
72. If a claimant refuses to provide retrospective consent all sensitive information must be removed from LMS immediately.

Disclosure of sensitive information by claimant not in the office

Benefit claimant

73. If a claimant discloses sensitive information over the telephone we may obtain interim verbal confirmation. However, the claimant must complete a DPA1 when they next attend the office.

Non-benefit claimant

74. If a non-benefit recipient homeless person contacts DWP by phone, you must seek verbal consent before inputting any details onto LMS.
75. Take the usual action and inform the claimant that an LMS record is being created and that a 'Fair and Lawful' statement will be issued when they next attend a Jobcentre.
76. If the claimant agrees, record details on LMS (including any information volunteered about health problems or disabilities).
77. LMS conversations should be noted that a 'Fair and Lawful' statement should be issued when they next attend a Jobcentre.
78. DWP cannot refuse to help claimants who, after being told why we want to record their details on our database do not agree to us holding their information. Therefore, any submissions to vacancies must be made clerically.

Third party disclosure

79. Any disclosure of personal sensitive information must have prior consent from the individual concerned. In the case of disadvantaged groups Jobcentre staff may need to consider obtaining consent for the purposes of case conferencing.
80. Standard text is provided for obtaining consent within the Department's 'Model Consent Form' available via the Legal Group DWP internet site.

How to set the LMS PWA marker

81. Functionality is available on the Labour Market System (LMS) to record a claimant who is homeless through the Person Without Accommodation ('PWA') marker. See definition of homelessness for DWP purposes
82. The adviser can set the PWA marker with or without the claimant's permission (this is not considered sensitive personal information – claimant consent is not required).
NB: There is also a 'no fixed abode (NFA)' marker on JSAPS which relates to the benefit claim and **MUST** not be set or changed by Jobcentre Advisers. These systems record a person's accommodation status for

different reasons and it should not be assumed that one must mirror the other.

83. If the adviser decides that the claimant is disadvantaged or if the claimant perceives that their lack of permanent accommodation is a barrier to employment or training, then the PWA marker should be set.
84. The 'PWA' marker will appear in the sub-form as a check box accessed via the 'Address/Tel No' hotspot on the 'Client Details' window. The default setting is 'No'.
85. The marker can be set at the New Jobseeker Interview (NJI) and at any other intervention. It can also be set when the 'Client Details' window is in the [Amend] mode.
86. When the 'PWA' marker is set to 'Yes' it can be viewed by clicking on the green 'DIS GP' or the 'Address/Tel No' hotspots. You can also view from the drop down list 'Disadvantaged Group' within the 'Other Function' tab.
87. Further information can be found in LMS User Guide Chapter H Part 1 - Claimant Record Functions, including Hotspots and Claims Not Pursued (CNP) – Person Without Accommodation (PWA).
88. An example of the LMS 'View Client Details' is below:

The screenshot shows the 'View Client Details' window for ADF No. 315962. The window title is 'View Client Details - A ADF No. 315962'. The menu bar includes 'File', 'Edit', 'Hotspots', 'Function', 'Other Function', and 'Initiatives Help'. The toolbar contains buttons for 'New', 'Amnd', 'IntHist', 'Actns', 'Conv', 'Case', 'Sub', 'Hist', 'Keep', 'Spec', 'ActPln', 'JSAg', 'NoDir', 'NoDec', 'Save', and 'Close'. The form fields are as follows:

NINo/RefNo:	AB789456A	Title:	Mr
Forename:	ALAS	DIS GP	
Surname:	ADF		
Tel No:		Address/Tel No	
DOB:	30/11/1965	Age:	44
YP:	No		
Sex:	Male	ExIB:	No
PWD:	No		
Joint Claim	No		
Postcode:		Alt Address:	<input type="checkbox"/> No
Address:			
Tel No:		PWA:	<input checked="" type="checkbox"/> Yes
Oth No:		CRM:	<input type="checkbox"/> No

Buttons at the bottom: JP Exit, ADF

89. When the PWA marker is set the address field will be blank or contain the claimant's Jobcentre address. LMS will allow advisers to record a correspondence address where the claimant provides one. Advisers **MUST NOT** amend a set PWA marker without first establishing the claimant's accommodation situation. Jobcentre Advisers should never assume that a PWA marker on LMS should be amended if the JSAPS NFA marker is not set.

Management Information

90. Accurately recording the PWA marker and keeping it up to date for claimants is an important process so that we can measure the impact of our services on the homeless.
91. Both LMS MIS and BIS/ BOXI provide solutions for collecting management information (MI). In particular BIS/BOXI offers a bespoke reporting style

which enables a license holder to create a more flexible reporting picture. This can be a valuable tool for not only planning strategies to tackle homelessness at a local level but also for assessing the impacts of carrying out those strategies.

92. National Management information is available as a snapshot count of the PWA marker via BIS/BOXI. This information is available to holders of an appropriate license. Holders of licenses are likely to be Group/District Performance Teams who may also have the expertise to create tailored local reports from LMS information.
93. Where specific information is required and a business need is established there is also the option of commissioning ad-hoc reports via Service Integration Division.

Work Programme Referral

94. Homeless JSA claimants will fall within the disadvantaged groups category for the purposes of Work Programme Referral and will have voluntary access from thirteen weeks of their JSA claim. It is crucial that the PWA marker on LMS is set prior to any referral to Work Programme on the grounds of being homeless. This is to ensure that the Work Programme provider is made aware of the claimant's situation and is able to consider a level of support appropriate to the claimant's circumstances. Homeless JSA claimants leaving prison will be mandated to the Work Programme at Day one or if they make a claim to JSA after leaving prison will be mandated to the Work Programme within 13 weeks of their release date. See Employment and Benefit Adviser guidance for further information. ESA claimants fall within their own specific groups. See Work Programme referral guidance for further information.
95. Where accommodation is an immediate issue to a claimant, the adviser's discretionary deferral may be appropriate. See Work Programme deferral guidance for more information.
96. There are no formal arrangements in place for a "warm hand-off" to Work Programme due to restrictions on the transfer of personal sensitive information and complexities of random allocation. However given the circumstances about homelessness and subject to obtaining consent to disclose personal sensitive information, districts may wish to develop arrangements which will support claimants during the transition to the Work Programme.

Good Practice

97. As with all groups disadvantaged within the labour market by their circumstances it is considered good practice to caseload homeless claimants where district flexibilities allow. This will provide continuity and assist the building of rapport and trust between adviser and claimant. For more information see the Caseloading Strategy the Caseload Management Masterclass and the Chapter 7 of the Managing in Jobcentres Handbook for more information.
98. Familiarise yourself with activity for homelessness within your group, for example, Get Britain Working measures and the District provision Tool

99. Consider talking to your partnership managers about any connections they might have or be able to make with local charities and/or employers prepared to give a homeless person a chance under a work trial for example. See partnership products for more information on partnership working.
100. Other districts or groups have had success in establishing additional initiatives; consider investigating the potential for adopting similar good practices with your partnership managers. See Group activity on homelessness for more information and inspiration.

Staff Learning and Development

101. Where relationships have been established with third parties supporting homelessness, for example, charities or local initiatives it may be possible to arrange awareness sessions for advisers. The opportunity may also arise, where district flexibilities allow, for Jobcentre staff to spend some time with counterparts in their work environment, for example, job shadowing. This would provide invaluable first hand experience and the Jobcentre may wish to reciprocate with the added bonus of publicising their offer for homeless people.
102. If staff wish to learn more on homelessness, publications are published on the internet, for example, The Pavement and Homeless Link.

Case conferencing

103. Where strong working relationships have been established and district flexibility allows it may be possible to introduce joint working on a claimant by claimant basis.
104. This is commonly referred to as case conferencing and would involve the claimant, the Jobcentre Adviser and third party key worker undertaking a three way discussion to address some of the claimant's issues and look at education, employment and training needs with the aim of moving them closer to work. Any agreements made within the discussion that didn't impact on benefit conditionality, for example, appointments with a key worker assisting to locate and secure accommodation, could then be used to amend the Jobseeker's Agreement or any benefit action plan.
105. Case conferencing can only be undertaken on a voluntary basis and the claimant must consent to the sharing of information between Jobcentre staff and a third party key worker and vice versa. See Third Party Disclosure

Outreach

106. Some claimants may be particularly vulnerable and appreciate discussions taking place within familiar surroundings. For example, victims of violence and/or abuse, young people and those with health/mental health issues.
107. Meetings taking place in familiar surroundings will help to put a person at ease and in the case of hostels and day centres may also have a person suitable as an appropriate adult or interpreter if needed.

108. Where districts have outreach resources this approach should be considered for appropriate homeless people.

Sources of help and information

109. The level and type of help and support required will vary from claimant to claimant. Some suggested sources of information are listed below.

Internal Links

110. Information is available on the Departmental Intranet:

Adviser Pages

National Partnership Team Intranet Pages

Vulnerable Customer Hub

External Links

111. Social workers and other professional staff from statutory and voluntary agencies can provide counselling, support and advice for homeless people.

YMCA England

YMCA Scotland

YMCA Wales

Shelter - England

CRISIS

Business Action on Homelessness

Homeless UK Database of hostel addresses

No Second Night Out

Scottish Homelessness Employability Network

Cymorth Cymru

Internet Publications

The Pavement

Homeless Link

Appendix 1 – Examples of Group activity on homelessness

This table provides a selection of group activity. For additional information and examples of good practice see National Partnership Team intranet pages.

Group	District	Initiative	Target Group
--------------	-----------------	-------------------	---------------------

Central England	Staffordshire & Shropshire	Flexible Support Fund Grant supported projects within voluntary and non profit sectors	Homeless, offenders and care leavers
London & Home Counties	South London	Sector based work academy called 'Get Stuck In' provided by Southwark College aimed at hospitality and health and fitness.	Restricted to Homeless people
	Kent	Working to remove barriers in terms of homelessness and housing. Practical support to gain work experience including work related certificates and training leading to increased confidence and motivation	Homeless in partnership with Hero Project, Porchlight, Shelter, St Michael's Church And Beacon Church
	West London	Signposting to 'Work Together' opportunities in partnership with the Trinity homeless project work club and social housing providers.	Homeless
	North, South and East London	Beyond Food Foundation supporting the homeless into apprenticeships	Homeless
North East England	Yorkshire & Humber	Create in South/West Yorkshire are offer volunteering opportunities in catering	Aimed a homeless people or people at risk of becoming homeless
		Partnership working with Pennine Housing in Calderdale with secondees	Homeless
		Partnership working in Hull as part of the Armed Forces Covenant	to support ex-forces including those who are homeless
North West England	Greater Manchester East & West	Signposted provision on DPT (Delivered by Arena Options Young Peoples Services Scheme Wigan) The aim of the project is to provide safe and secure supported accommodation on site training, assistance	to support homeless young people.

		accessing employment and personal development opportunities, enabling them to make the transition towards independence and employment.	
		Community outreach team making referrals to Wigan & Leigh housing floating support team who provide Accommodation advice, support and specialist assistance.	Supporting homeless customers
	Merseyside	working with Liverpool Housing Trust to develop the delivery of Skills Conditionality (through Asset training) at a Community House in Windmill Hill. To date Asset training have received 68 referral to provision	Homeless
		Work club launched by Liverpool Housing Trust and Halton YMCA	Homeless
		Outreach services provided at 'the bridge' forum housing project on the Wirral. Forum Housing are currently working closely with Chris Grayling	Homeless
Southern England	Thames Valley	Jobcentre hostel liaison officers introduced within Churches in Reading Drop in Centre (CIRDIC)	Homeless
Scotland	East & South East	Cyrenians (housing/Homeless – Edinburgh/West Lothian) – works to create opportunities for disadvantaged people by offering effective and lasting routes out of homelessness and promoting social inclusion.	Anyone who is homeless
		Wisemove – Helps homeless/vulnerable people	Anyone who is homeless or

		with drug/alcohol issues with education, training and employment. Support for refugees and asylum seekers, people with learning difficulties, mental health, offenders/ex offenders and low income households.	vulnerable.
	West of Scotland	S.T.E.P Project – Skills towards Employment Project will help individuals aged 16 -21 who are unemployed or homeless or unemployed and have special educational needs. Every young person referred to S.T.E.P is allocated a support worker. Through one to one work, the young person’s needs in relation to employment, education and training are assessed and an action plan is developed in partnership with the young person and support worker	Young homeless or unemployed people aged 16 - 21
		Allies – Provide support to homeless people, those in temporary accommodation and recently housed. Situated at YMCA, there is a drop in centre and hot meals are available. The project provides help with numeracy and literacy skills	Anyone who is homeless
	Glasgow Lanarkshire and East Dunbartonshire	Quarriers – Drumchapel Supported Youth Housings – Support to young people who are single, aged 16-25, who are homeless or threatened with homelessness and wish to be housed in the North and West areas of Glasgow. There is also access to a range of employment, training and educational opportunities.	Single people, aged 16 – 25 who are homeless or threatened with homelessness and wish to be housed in the North and West Areas of Glasgow

		Project 101 – Advice and support to young people aged between 14 and 25 years on housing and/or other related issues. Support in finding education, training/employment and health matters.	Homeless aged 14 – 25
Wales	South West	Dragon Arts Centre – signposting for anyone who has experienced homelessness or social exclusion and who may have difficulty accessing mainstream education	Anyone who has experienced homelessness.
		Caer Las Cymru – supports around 1,000 people every year through a range of services. Some are well established such as help with housing skills, or mental health issues. Others take a more innovative approach like our scholarships and urban wildlife garden. All are focused on tackling social exclusion.	Anyone who is vulnerable or homeless.
	South East Wales	Monmouthshire Youth Solutions Service – Free and confidential information, advice and support to young people aged 16 – 24 in accommodation, work based training & employment, education, finance and health & wellbeing	Young people aged 16 - 24
	South East Wales	Monmouthshire Youth Solutions Service – Free and confidential information, advice and support to young people aged 16 – 24 in accommodation, work based training and employment, education,	Young people aged 16 - 24

		finance and health & wellbeing	
	North & Mid Wales	Wrexham foyer – Housing support – The project aims to provide the individual with housing related support and assistance in the development of life skills, including budgeting, cooking and employment opportunities, prior to moving on to independent living.	Single homeless people aged 16 - 25