

The Somewhere Safe to Stay Hub

In order to be an effective service and meet the terms of the delivery plan, this service will:

- Make an assessment hub an integral part of the rapid rehousing pathway to make a positive impact on rough sleeping numbers.
- Have an operational hub in place which is safe and staffed 24hrs a day. The hub should allow clients access to shower and toilet facilities as well as basic facilities to prepare food and drink. It must have adequate space for staff teams to work from including interview and assessment rooms.
- Have a local partner who is providing trained staff to deliver rapid assessments and referrals.
- Implement a robust triage process and capability with skilled staff trained and able to determine those who fit this cohort.
- Commit to a target of 72 hours for the average stay in the hub.
- Ensure that their service is part of a pathway that includes assessments of local authority duties, and provision of a personalised housing plan.
- Be providing options for appropriate move on.
- Where appropriate (geography permitting), have local relationships that allow more than one area/outreach team/housing options to refer into the hub.
- Receive referrals from those who Housing Options believe are genuinely at imminent risk of rough sleeping, this should be unpinned by a robust process and clear set of mutually agreed criteria. There must be a strong relationship between the LHA and hub with LHA staff located in a hub or hub staff located in the LHA.
- Ensure all referrals made into the hub are appropriate e.g. use of a consistent checklist.
- Be able to estimate the use and throughput of their hub and have contingency plans, if the hub reaches capacity, to ensure service delivery continues.
- Where appropriate, consider vulnerable groups in the provision, including women and victims of domestic violence.
- Develop robust data and recording systems to use to evidence their work but also highlight the gaps and challenges locally and nationally to inform service and



sector improvement -including recording length of stay, reasons for long stay, reasons for risk of rough sleeping, demographics, support needs etc. All pilot areas will need to record outcomes and move on success.