Support for Single Homeless People in England

Annual Review 2020

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Executive Summary

For the past 13 years, Homeless Link has produced an annual review of the available support for single homelessness in England.[1] Single homelessness people are less likely than families to be to be entitled to housing by their local authority,[2] and therefore often have to rely on homelessness charities for accommodation, advice and other forms of support. This study provides vital evidence of the support provided by these services and is the only available data source of its kind of the homelessness sector in England.

The findings are based on <u>five key data sources</u>, **including a representative survey of 444 accommodation projects and 61 day centres from across England**. The findings provide a detailed overview of the nature and availability of key services, the challenges and opportunities faced by the sector, the needs and circumstances of the people accessing services, and the various ways in which the sector helps people move out of homelessness and achieve other positive outcomes in their lives.

Trends in single homelessness
- The 2020 annual review covers the period of the COVID-19 pandemic. Interventions implemented throughout the year to mitigate the impact of the pandemic on those experiencing, and at risk of homelessness has caused significant changes previously observed long term trends. This is particularly true of the impact of the Everyone In scheme, introduced in March 2020, which looked to accommodate all rough sleepers and those in hostel accommodation who were unable to self-isolate and has significant impact on both numbers of people rough sleeping, accommodated in temporary accommodation and homelessness service provision throughout 2020. The figures presented in this report must be considered within this context.

- In 2020, a total of 2,688, people were estimated to be sleeping rough in England on any given night, representing a 37% decrease from the previous year.

- In April 2020 - June 2020 25,520 people were assessed as owed a prevention duty and 38,040 people were assessed as owed a relief duty, down by 32.1% for the same quarter last year. This is linked to 68.7% decrease those at risk of homelessness due to service of valid Section 21 Notice.

- In April 2020 – June 2020 local authorities made 15,960 main homelessness duty decisions. 4,660 people were found not to be in priority need and were still homeless at the point their duty was discharged.

Availability of homelessness services
- There are currently 910 accommodation projects in place for single homelessness in England.

- A total of 1,761 day centres currently operate throughout England.

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[1]The term 'single homelessness' is frequently used in the homelessness sector. It does not denote relationship status and is shorthand for 'people who have no dependent children in their household and who are not owed a statutory homelessness duty by a local authority.' The term can cover couples. Throughout this report we refer to single homelessness, and single homeless people. In both cases, this is the group to which we refer.

[2] Crisis (2018), *The homelessness monitor: England 2018*, Available at: https://www.crisis.org.uk/media/238700/homelessness_monitor_england_2018.pdf

- Homeless England data indicates that over the past year, there has been a reduction in both the number of accommodation projects (-8%) and the number of day centres (-3%).[3]
- The number of bed spaces in accommodation projects in England has decreased by 5% over the past year, and now stands at 32,041.

- 56% of responding accommodation services reported no change in funding over the period from April 2019 – March 2020, with 25% reporting a decrease, and 19% reporting an increase.

Delivery of services
- Accommodation providers and day centres provide a wide variety of services to help people address their needs. These services are delivered either in-house on the service premises, or via referral to an external agency.

Outcomes, move on, and service development
72% of accommodation projects provide support to clients once they moved on, of which 77% provide informal move on support.

- Among people accessing accommodation providers, moving into employment remains a challenge for those accessing accommodation services.

- People accessing accommodation services face significant structural barriers in moving on from homelessness services. Respondents identified the lack of accommodation available at the Local Housing Allowance rate (74%) and being excluded from housing providers due to previous debt, or rent arrears (64%) as significant contributory barriers.

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[3] Retrieved from Homeless England database of services, held by Homeless Link https://www.homeless.org.uk/search-homelessness-services accessed 15 January 2020.

Chapter 1: Introduction

For the past thirteen years, Homeless Link's national study on support provided by the homelessness sector in England, has provided crucial evidence to inform policy and practice. By exploring key trends in single homelessness and the nature and availability of support, this eleventh edition of our *Support for Single Homelessness people in England: Annual Review* makes an important contribution to the evidence base on single homelessness provision in England. The research aims to help service providers, commissioners, policy makers, and local authorities understand and respond to the needs of people experiencing homelessness.

Covid-19 Policy Context

The evidence informing the 2020 Annual Review straddles the period prior to the COVID-19 pandemic and data collected during the pandemic. In the Annual review survey, we ask specific question relating to the time period between April 2019- March 2020 in alignment with previous years, whilst data collection took place between October 2020- December 2020. The interventions implemented since March 2020 to mitigate the impact of the pandemic on those experiencing, and at risk of homelessness has caused significant changes previously observed long term trends. This is particularly true of the impact of the Everyone In scheme, introduced in March 2020, which looked to accommodate all rough sleepers and those in hostel accommodation who were unable to self-isolate and has significant impact on both numbers of people rough sleeping, accommodated in temporary accommodation and homelessness service provision throughout 2020. The figures presented in this report must be considered within this context.

The following is a short summary of some of the key policies introduced in England as a response to the global pandemic.

Everyone In was an initiative launched in response to protecting people rough sleeping or at risk of rough sleeping from COVID-19. This policy provided emergency accommodation to people who were sleeping rough, at risk of rough sleeping, as well as those housed in accommodation where they would not be able to self isolate such as night shelters. Between 26 March 2020, when the initiative was first inacted and May 2020 according to Lewer[4] et al 15,000 people experiencing homelessness were accommodated through the Everyone In policy and an estimated 266 deaths were prevented for that period. As a result of this policy, we see trends within in homelessness statistic change dramatically. For example, whilst rough sleeping figures decreased. temporary accommodation within the single adult population in the homelessness statistics went up significantly.

Wider measures to support households during the pandemic have been assumed to have impacted on households being at risk of homelessness. The Job retention scheme was also introduced to keep businesses afloat and people earning during the pandemic. Through the scheme employees were able to be furloughed and the government paid 80% of the employee's wages.[5] This scheme has been extended until September

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[4] Lewer, D., Braithwaite, I., Bullock, M., Eyre, M.T., White, P.J., Aldridge, R.W., Story, A. and Hayward, A.C. (2020). COVID-19 among people experiencing homelessness in England: a modelling study. *The Lancet Respiratory Medicine*, [online]8 (12). Available at: https://www.thelancet.com/journals/lanres/article/PIIS2213-2600(20)30396-9/fulltext [Accessed 30 Sep. 2020].
[5] Chancellor extends furlough and loan schemes - GOV.UK (www.gov.uk)

2021. The Local Housing Allowance (LHA) was lifted up to the 20th percentile increasing the number of properties available to rent for those in receipt of Housing Benefit. Along with this a £20 uplift in welfare benefits was put in place during the pandemic.[6] Further support within the welfare system was also provided including the temporary suspension of deductions and sanctions.

Evictions were also banned in England between March 2020 and May 2021 which was welcomed by local authorities and homelessness services. Under the eviction ban, eviction notices can only be served for the most serious circumstance, i.e., domestic abuse or fraud. According to Generation Rent an estimated 55,000 households were given notice by private landlords in September 2020.[7] Although the eviction ban is a welcome measure, the sector is too aware of the potential build of households at risk of eviction when the ban lifts, including those building up significant rent arrears.

Methodology

The findings featured in this report are drawn from the following five key data sources:

1. A telephone and online survey were carried out between October 2020 – December 2020 with 444 accommodation projects responding (41% response rate). Key topics included: services provided, move on, funding, outcomes and client characteristics.

2. A telephone and online survey were carried out between October 2020 – December 2020 with 61 day centres (35% response rate). Key topics included: services provided, funding, outcomes and client characteristics.

3. Existing data on homelessness trends, including national statutory homelessness and rough sleeping figures as published by the MHCLG.

4. Homeless England database figures on project and bed space availability.[8]

5. Case studies of certain projects and initiatives in England.

The Appendix (pg.47) provides further details on the survey methodology, including our sampling approach. For both accommodation providers and day centres we achieved 95% confidence intervals of ±5% and stratified each project type by region. The findings are therefore representative and generalizable to the wider homelessness sector in England.[9]

Data accuracy

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[6] Welfare update: £20 uplift to Universal Credit must be maintained | Homeless Link

[7] Poll reveals damage of Section 21 on renters - Generation Rent

[8] This database is managed by Homeless Link and holds information on approximately 910 services. Although the data is not live, it is updated regularly and considered to be the most accurate data source on homelessness services in England. Data on the availability of services and bed spaces were extracted from the Homeless England database, allowing a comparative analysis with previous publications of the Annual Review.

[9] This year we again revised and shortened the survey. This in a marginal increase in the number of responses than was achieved in previous years.

The survey asked services to provide data for the period of April 2019 – March 2020, allowing a year on year comparison with last year's report. Certain questions ask for 'snapshots' of data relating to client records of 'last night' and 'last year'. Within different homelessness services, amounts and methods of data collection tend to vary however, and some survey questions may therefore be based on informed estimates provided by the responding organisation, rather than exact figures (Table1).

Table 1: Data accuracy, Annual Review Survey 2020	Accommodation providers	Day centres
All exact figures	15%	27%
Mostly exact figures	34%	27%
About half and half	27%	14%
Mostly estimates	17%	14%
All estimates	7%	18%

Accommodation providers (N: 444) Day centres (N: 61)

Accommodation projects provided in their responses "mostly exact figures" (34%), followed by 'about half and half" (27%) and "mostly estimates" (17%).Day centres provided mostly "all exact ficures" (27%) and "mostly exact figures" (27%).

Accommodation provider respondents
Graph 1 shows the various types of accommodation providers that responded to our survey. Most respondents were charity/voluntary or social enterprise organisations (160) organisations registered with the Homes and Communities Agency (130) and Housing Associations (117).

Graph 1: Accommodation provider survey respondents 2020

- A Housing Association (but not registered with the Homes & Communities Agency)
- A Local Authority
- A private company
- A Registered Provider (registered with the Homes & Communities Agency)
- charity/voluntary or social enterprise organisations
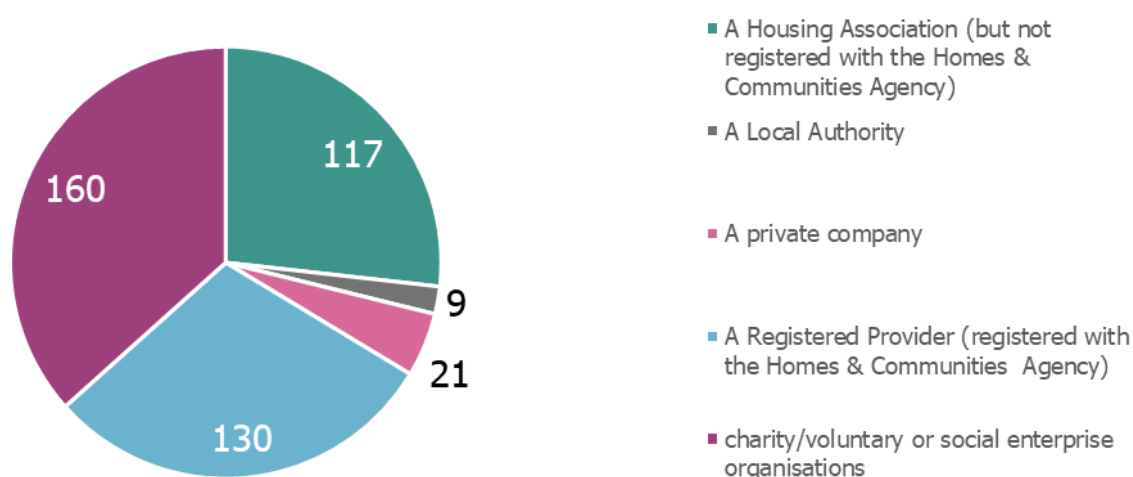
N: 437

Chapter 2: Single homelessness in England

This chapter provides an outline of the various categories of homelessness and explores recent evidence on trends in the numbers and geographical distribution of single homelessness in England. The findings are based on an analysis of statutory homelessness and rough sleeping data as published by the Ministry of Housing, Communities and Local Government (MHCLG).

Key headlines
- The 2020 annual review covers the period of the COVID-19 pandemic. Interventions implemented throughout the year to mitigate the impact of the pandemic on homelessness has caused significant changes to previously observed long term trends. The figures presented in this report must be considered within this context.
- In April 2020 - June 2020 25,520 people were assessed as owed a prevention duty and 38,040 people were assessed as owed a relief duty
- In April 2020 – June 2020 local authorities made 15,960 main homelessness duty decisions. 4,660 people were found not to be in priority need and had their duty discharged whilst still homeless.[10]
- In 2020 the total number of people counted or estimated to be sleeping rough in England was 2,688. Whilst this represents a decrease (-37%) from the previous year, it still represents an increase of 52% since 2010.

Types of homelessness
The term 'homelessness' has a broad meaning and does not only cover those sleeping rough or those housed by their local authority in temporary accommodation. People experiencing homelessness face a wide range of circumstances, which we attempt to capture using certain defined categories and to measure in a number of ways.

The Housing Act 1996 provides a legal definition of homelessness, and states that a person is homeless if they do not have a home in the UK or anywhere else in the world. Local authorities will use this definition, alongside other criteria (see below), to determine statutory entitlements and to allocate housing to people and families who are experiencing homelessness. However, many people, including those experiencing single homelessness, will not meet these statutory criteria - this does not mean that they are not considered 'homeless'.

The main categories of homelessness are explained in the sections below. These are: statutory homelessness, single homelessness, hidden homelessness and rough sleeping.

Statutory homelessness
This term covers all households (i.e. families or individuals) who are owed a homelessness duty by their local authority. The 2017 Homelessness Reduction Act (HRA) significantly amended homelessness legislation and expanded the definition of statutory homelessness to include those threatened with homelessness within 56 days (from within 28 days previously). This means that local authorities are required to make enquiries into a

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[10] The data presented here covers Apr-Jun 2020, whereas the data presented by research participants covers Apr 2019-Mar 2020. MHCLG live tables on homelessness available at: https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness

homeless application whenever they have reason to believe that an applicant household may be homeless or threatened with homelessness within 56 days.

A local authority must provide emergency housing if an applicant is homeless, in priority need and meets immigration and residence conditions.[11] A person is entitled to longer term housing if the local authority find they are in priority need and not intentionally homeless.[12]

The Housing Act 1996 (Part VII) specifies four main groups that are defined as having priority need: households with dependent children; pregnant women; those who are threatened to become homeless because of an emergency (such as a flood); and those who are vulnerable.[13] Homeless young people aged 16 or 17 and care leavers aged 18-20 would also be considered in priority need. As single homeless people do not have dependent children, it is less likely that they will be found to be in priority need, and the 2017 HRA therefore significantly extends the help they are entitled to receive from local authorities.

During the COVID-19 pandemic the Homelessness code of guidance was updated to advise councils that applicants identified as 'clinically extremely vulnerable'[14] are likely to be assessed as having priority need and that other clinical vulnerabilities and a person's history of rough sleeping should also be considered.[15] The ' Everyone In' initiative also means that local authorities can provide emergency accommodation to individuals sleeping rough or at risk of rough sleeping. For individuals who have restricted eligibility due to their immigration status, local authorities are encouraged to carry out individual assessments to determine what support they can lawfully give to each individual, considering that individual's specific circumstances and support needs.
Households who are statutorily homeless and eligible for assistance are owed one or more of three statutory duties:

Prevention duty: The local authority must take reasonable steps to support a household who is threatened with homelessness within 56 days, from becoming homeless . A household may move from the prevention to the relief duty if they become homeless during this period;

Relief duty: The local authority must take reasonable steps to relieve homelessness within 56 days, that is to help households who are homeless secure alternative accommodation;

Main homelessness duty: If a household is still homeless at the end of the 56 days of their relief duty the local authority will conduct a main duty assessment. Under the main duty the local authority must secure accommodation for households.. People are considered eligible for accommodation from their local authority if

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[11] For more information, see Shelter's advice page. Available at:
https://england.shelter.org.uk/housing_advice/homelessness/immigration_and_residence_restrictions
[12] For more information, see Shelter's advice page. Available at:
https://england.shelter.org.uk/housing_advice/homelessness/intentionally_homeless
[13] The Homelessness (Priority Need for Accommodation) (England) Order 2002, extended the definition of 'vulnerable' to include: mental health problems; physical or learning disabilities; old age; leaving prison or the Armed Forces; care leavers; being at risk of violence (or threats of violence); other special reasons.
[14] Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19. Updated 25 February 2021. Available at: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19
[15] Homelessness code of guidance for local authorities. Updated 31 December 2020. Available at:
https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities

they meet the criteria set out in the Housing Act 1996: i) eligible for assistance; ii) homeless; iii) in priority need; and, iv) not intentionally homeless.[16]

Single homelessness

This term covers individuals or couples without dependent children who are homeless. Single homeless people are much less likely to meet the priority need criteria of homelessness legislation (see above) and therefore often do not qualify under the main duty of the Homelessness Reduction Act which would guarantee them housing under the local authorities statutory duty. As mentioned above, being considered 'vulnerable' is particularly significant for single homeless people, as it is the primary way they are found to be in priority need.

This report explores how homelessness support services provide an alternative source of support for single homeless people in these circumstances. Many people experiencing single homelessness will stay in short-term accommodation (e.g. hostels, shelters and temporary supported accommodation) provided by the voluntary homelessness sector, while others may end up sleeping rough or end up 'hidden' from the system.[17]

Hidden homelessness

Due to difficulties accessing support, personal circumstances or lack of understanding about the support available, many single homeless people end up what is termed 'hidden homeless'. Living in squats, sleeping on someone's floor, sofa-surfing with friends, sleeping on night buses/underground trains/airports or sleeping rough in concealed locations, these individuals are often not 'visible' on the streets or to services and as a result will not receive the advice and support that they need. Although the introduction of the Relief Duty through the HRA means that since 2018 many of these people are entitled to some statutory support this is a population that is traditionally less visible and, as a result, more likely to be disengaged from services and support.

The lack of visibility means that people experiencing homelessness are less likely to be captured in official statistics meaning an accurate capture of the scale of hidden homelessness is difficult however there are increasing data available to help better understand the hidden homeless population. In 2018/19 the English Housing Survey included a new question on sofa surfing which showed that 541,000 households had someone living with them in the last 12 months who would otherwise be homeless. Crisis' core homelessness figure calculated through triangulating data collated from sources including the English Housing Survey and the ONS Survey of Living Standards estimated that approximately 139,000 households are experiencing hidden homelessness on any given night.[18]

Rough sleeping

The term 'rough sleeping' refers to the experience of people who sleep outside or in buildings or places that are unfit for human habitation (e.g., car parks, cars, stations, doorways).[19] Rough sleeping is the most visible form

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[16] For further information on each of these criteria see Shelter's legal advice pages. Available at: https://england.shelter.org.uk/housing_advice/homelessness

[17] Crisis (2017) *Moving on: Improving Access to Housing for Single Homeless People in England,* https://www.crisis.org.uk/media/237833/moving_on_2017.pdf This report includes estimates of the scale of single homelessness in England and includes an eight-part classification of homelessness

[18] Fitzpatrick, S., Pawson, H., Bramley, G., Wood, J., Watts, B., Stephens, M. & Blenkinsopp, J. (2021) The Homelessness Monitor: England 2021. London: Crisis.

[19] Since 2010, national rough sleeping statistics have used the following definition*: 'People sleeping, about to bed down (sitting on/in 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*

of homelessness and is a dangerous and isolating experience that has a severely detrimental impact on an individual's physical and mental health and life expectancy.[20]

Between 2010 and 2017 the number of people rough sleeping had been steadily increasing, with 2018 and 2019 showing slight decreases in numbers, preceding a significant drop in 2020 in the context of the 'Everyone In' initiative. The successful 2019 Conservative manifesto set out a commitment to end rough sleeping by 2024.[21]

In order to achieve this goal, during 2020 the government has continued to provide funding to local partnerships and services nationally under the Rough Sleeping Initiative and Housing First regional pilots in the West Midlands, Greater Manchester and Liverpool City Region. In addition, the Government response to supporting rough sleepers during the COVID-19 pandemic included a number of short and longer-term investments in the sector. Key amongst these was the bringing forward of over £150 million allocated under the Next Steps Accommodation Programme (NSAP) to provide 3,300 move-on accommodation units over 2020-2021. The NSAP also allocated a further £91.5 million to local authorities for short-term support to those at risk of sleeping rough, which was followed in the winter by targeted short-term funding boosts in the form of the Cold Weather Payment (£10 million), Protect (£15 million) and Protect Plus programmes.

Homelessness trends

Different definitions of homelessness, the lack of a single approach to measuring single homelessness, and the hidden and mobile nature of many people's experiences, make quantifying single homelessness particularly challenging.

Until recently local authorities have not been required to record the scale or needs of single homeless people, with the result that official statistics (based on a P1E returned from each local authority) are likely to have underestimated the issue. The Homelessness Reduction Act 2017, (implemented 3 April 2018) changed the way local authorities collect data on statutory homelessness. In April 2018, the new Homelessness Case Level Information Collection (H-CLIC) replaced the P1E aggregated data return. H-CLIC includes more details on people's support needs, reasons for becoming homeless, length of time in temporary accommodation and outcomes of each prevention case. The broader definition of statutory homelessness beyond those only defined as in priority need, means that more information will be available on other households, including single homeless people.

Statutory homelessness

Government statutory homelessness statistics can be used to understand short and long-term trends in homeless households who approach their local authority and are assessed or granted assistance. People considered to be 'not in priority need' by their Local Authority will most likely be single homeless people (see above).

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or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes")'.

[20] Aldridge RW, Menezes D, Lewer D *et al.* Causes of death among homeless people: a population-based cross-sectional study of linked hospitalisation and mortality data in England. *Wellcome Open Res* 2019, **4**:49 (https://doi.org/10.12688/wellcomeopenres.15151.1

[21] The Conservative and Unionist Party Manifesto 2019. Available at: https://www.conservatives.com/our-plan

Quarter 2, April to June 2020 Homelessness Statistics, was released by the MHCLG using H-CLIC data.[22] H-CLIC data collection was brought in with the introduction of the HRA in April 2018, changes to data collected and the difference in local authority statutory duties mean that most data are not comparable with pre-2018 data. There are notable exceptions to this including temporary accommodation figures. April – June 2020 was the first quarter of data since the COVID-19 pandemic began therefore it represents significant shifts in trends as the country entered a national lockdown, and specific measures aimed at reducing and preventing homelessness were enacted to limit the impact of significant disruption to way of life. The figures presented below must be read in this context.

- Between April – June 2020, homelessness assessments were made under the new prevention and relief duties. A total of 63,570 people were assessed as being owed a statutory duty. 25,520 (40%) were owed a prevention duty, 38,040 (60%) were owed a relief duty.

- In April 2020 – June 2020 local authorities made 15,960 main homelessness duty decisions. 9,930 were accepted as being owed the main duty. 4,660 people were found not to be in priority need.

- Of the 63,570 households owed a homelessness duty, 31,170 were identified as having support needs. The most common support need was mental health, which was reported by 15,400 households.

- The most common accommodation type at the time the household approached the local authority was living with family (17,540), followed by private renting (9,980).

- Of those who were assessed as being owed a duty 3,670 people were deemed to be rough sleeping at the time of making a homeless application, and a total of 4,950 people had a history of rough sleeping.

- The most common reason for becoming homeless was friends or family being no longer able or willing to accommodate (20,710 households), followed by the end of an assured shorthold tenancy (14,350 households).

- Between March and December 2020 34,429 individuals had been supported under the Everyone In initiative.

Rough sleeping
Local authorities in England carry out an annual snapshot count or estimate of the number of people sleeping rough on a single 'typical' night in Autumn (October to November). These statistics provide a snapshot figure of those sleeping rough across local authorities in England.

Local authorities decide which approach to use to determine the number of people sleeping rough in their local area on a single night. This could be either a street count of visible rough sleeping, an evidence-based estimate, or an estimate informed by a spotlight street count, where a street count is undertaken in particular locations on the chosen night. All of the available methods record only those people seen, or thought to be, sleeping rough on a single 'typical' night. They do not include everyone in an area with a

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[22] *MHCLG caution that there may be some misreporting as Local Authorities adjust to the new system of collecting and reporting data. Further information can be found on the contents page of the live tables available at:*
Ministry of Housing, Communities and Local Government, Live Tables on Homelessness, accessed 12th January 202-:
https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness#statutory-homelessness-live-tables

history of sleeping rough, or everyone sleeping rough in areas across the October-November period. Specific guidance, including any COVID-19 adjustments, was provided to all local authorities.[23]

Please note that the 2020 rough sleeping snapshot estimates were completed during the COVID-19 pandemic. The snapshot coincided with a national lockdown in November and three-tier restrictions in October. There had been significant effort during the year through the 'Everyone In' initiative to provide emergency accommodation for people sleeping rough. Data provided by MHCLG shows that by December 2020 34,429 people had been supported via 'Everyone In'.[24] Therefore, this will need to be considered when comparing the data to previous years and consequently when comparing future years to this data.

In Autumn 2020, 2688 people were counted or estimated by local authorities to be sleeping rough. This represents a 37% decrease from 2019 (Table 3) .The figures do however still show an increase of 52% since the current methodology for measuring rough sleeping was introduced in 2010.

Table 2: Rough sleeping in England 2010 - 2020										
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Number of rough sleepers	1,768	2,181	2,309	2,414	2,744	3,569	4,134	4,751	4,677	4,266	2,688

Table 3: Changes in rough sleeping 2010 – 2020									
	2010 - 2020	2011 – 2020	2012 - 2020	2013 - 2020	2014 - 2020	2015 - 2020	2016 - 2020	2017- 2020	2018- 2020	2019- 2020
Percentage change	+52%	+23%	+16%	+11%	-2%	-25%	-35%	-43%	-43%	-37%
Numerical Change	+920	+507	+379	+274	-56	-881	-1446	-2063	-1989	-1578

Regional trends in rough sleeping

There are regional variations in the numbers of people seen sleeping rough. Although the North East has the lowest number of people sleeping rough, it still saw the greatest proportional increase in rough sleeping in 2020 when compared to 2019 (Graph 2). The South East of England saw the largest decreases in rough sleeping in 2020, when compared to the previous year (Graph 2).

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[23] Further information regarding the rough sleeping snapshot estimates can be found in the 2020 Toolkit. Available at: https://www.homeless.org.uk/our-work/resources/rough-sleeping-estimates

[24] https://www.gov.uk/government/publications/coronavirus-covid-19-emergency-accommodation-survey-data-january-2021

Graph 2: Number of rough sleepers in England, by region, 2019-2020

	London	South East England	South West England	East England	North West England	West Midlands	East Midlands	Yorkshire & the Humber	North East England
2019	1136	900	490	458	349	319	305	242	67
2020	714	474	354	266	226	214	187	181	72

In terms of overall distribution of rough sleeping across England, London and the South East reported the highest number of rough sleepers, with the North East reporting the lowest numbers (Table 4)

Figure 1: Heat map of rough sleeper regional distribution

Table 4: Rough sleeper regional distribution	
	% of total
	2020
North East	3
North West	8
Yorkshire & the Humber	7
East Midlands	7
West Midlands	8
East England	10
London	27
South East	18
South West	13

Rough sleeper regional distribution in percentage %

Chapter 3: Availability of homelessness services

This chapter explores the availability of accommodation services and day centres in England. Drawing on findings from analysis of the Homeless England database and the survey with services from across England, it discusses key characteristics of existing provision and changes in this provision over the past year. The final section discusses the sector's resources and capacity. The data was captured in December 2020.

Key headlines

- There are currently 910 accommodation projects for single homeless people in England.
- A total of 1,761 day centres currently operate throughout England.
- Over the past year, there has been a reduction in the number of day centres (-3%).
- The number of bed spaces in England (32,041) has decreased by 5% from last year.
- The number of accommodation services (910) has decreased by 8% from last year.
- 56% of accommodation providers reported no change in funding since last year, 25% reported a decrease, and 19% reported an increase.
- The main funding source for accommodation projects comes from housing benefit (50%). The main source of funding for day centres comes from charitable grants (30%).

Definitions

Homelessness provision is described in various ways, and accommodation projects and day centres differ in size, as well as in the level and nature of support offered. The following definitions cover the key features of both forms of provision:

Accommodation projects
These services provide both short and long-term accommodation and generally aim to support people to prepare for independent living. Examples of accommodation projects include foyers, supported housing schemes and hostels. The level of support, access criteria and target groups vary between projects. Some services offer lower level support; this is usually for those who are homeless or in housing need but otherwise fully capable of independent living. Other services offer high-level support for those who have support needs besides their accommodation needs and often face a number of barriers to independent living. Not included in this report are night shelters, No Second Night Out Assessment Hubs, emergency accommodation such as winter shelters, and specialised services that specifically target people with needs relating to substance use, mental health, and offending.[25]

Day centres
Day centres offer non-accommodation-based support for those sleeping rough and/or those who are either experiencing or at risk of other forms of homelessness. Day centres are usually provided and run by voluntary, faith or community organisations[26] and have often emerged in response to a local need. The way individual

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[25] These measures are excluded due to the fact that they are unable to answer most of the survey questions.
[26] Findings from a survey of 124 day centres, showed that the majority were run by voluntary sector homelessness organisations (43%) or religious organisations (27%). https://www.kcl.ac.uk/scwru/pubs/2005/Crane-et-al-2005-Homeless.pdf

projects are set up will be informed by varying histories, working ethos, and key principles, and will operate in different ways.

The following case study looks at the importance of the service Day centres provide and how services continued

Case Study 1: NEWway Project

NEWway Project was founded in 2013 by church and charity leaders from across the London Borough of Newham to support the rising number of people sleeping rough in the area. The first project was the NEWway night shelter (now known as NEWdawn). For the past seven winters the project has mobilised 300 volunteers and 17 host churches to provide safe beds for 15 guests per night. In response to guest feedback, in 2014 they joined forces with another Newham charity, Bonny Downs Community Association, and formed a second project called NEWday, a year-round daytime support hub providing access to support with basic needs such as showers and food, alongside wider advice and support around welfare, housing, immigration, life skills, and health check-ups.

Two years ago, the project expanded from one day to five days per week. Advocates help guests secure longer term housing. Recently, a third project was launched t called NEWlife, a social enterprise gardening business which helps create employment opportunities for people experiencing homelessness who are looking for employment.. The holistic package of the three services helps increase the safety, health, wellbeing and resilience of adults experiencing homelessness across Newham.

The NEWway Project see manyguests come through the doors who engage with one, two or all three of these projects and often find that guests come in and out of our service several times over the course of years.

James* is one of those guests.

James is a 55 year old male who was born and raised in East London who first engaged with the NEWway Project in spring of 2017. He had been rough sleeping on and off since 2015 but had recently become homeless again after his prison release and he was seeking help. James came to visit the NEWday centre where he was supported in a range of different ways. He was helped with job searching, referred to CGL (Change Grow Live - addiction support service) and referred to HPAS and other local hostels.

In 2018 James secured a room at a local RSI pathway hostel whilst the NEWway Project continued to support his search for something more long term. He was also able to secure a job and eventually moved into another local hostel that same year which offered more support for him and provide more security.

Unfortunately, James became homeless once again in the winter of 2019. He was given a place in the NEWay Project winter night shelter. Due to the COVID-19 pandemic the night shelter was brought to an abrupt end and James was placed in a RSI HMO property during the first lockdown. After supporting James for two years in the day centre his keyworkers in the project knew that supported living would be the best option for him to sustain a tenancy but in order to achieve this we needed to prove this was the case to adult social care. After receiving funding to conduct it, a care act assessment was arranged for James. After receiving the care act assessment back, it was clear that James' undiagnosed learning difficulties had had a huge effect on his quality of life and helped to explain his difficulty of living independently. Once this evidence was given NEWway Project were able to secure supported living through adult social care and James has been happily living in his own supported flat since August 2020.

The project still works closely with James, he often visits the day centre where he has been   helped toset up his benefits, arranged for a new passport and James has even gained LMW qualifications (online basic skills). There have even been visits to his flat to help set up flat pack furniture and christmas trees!

*The name we have used is a pseudonym.
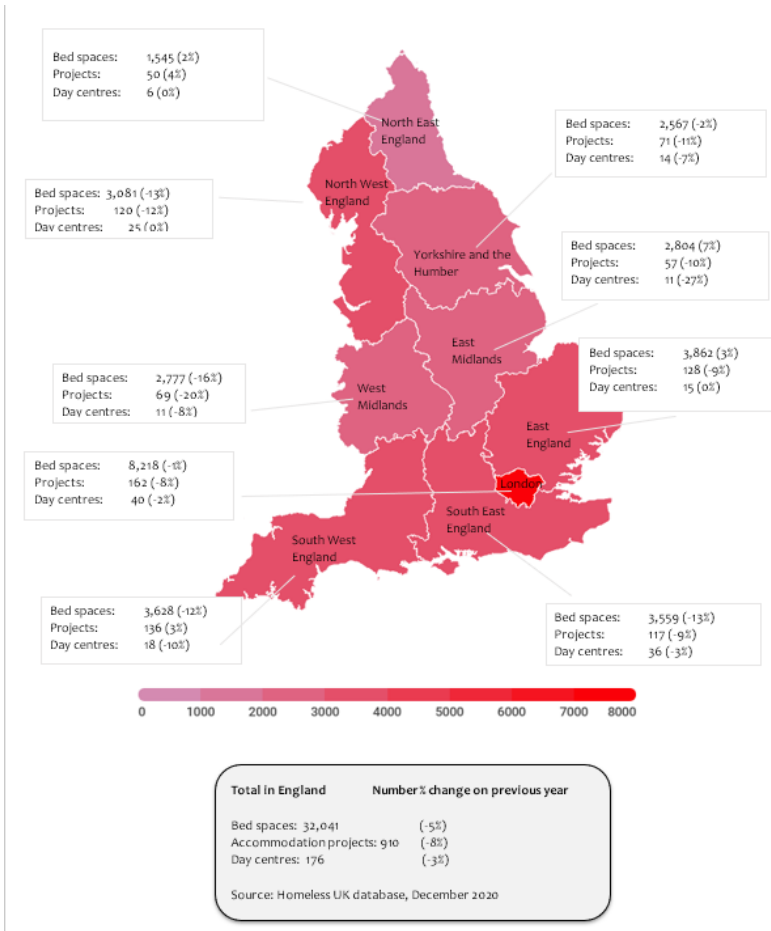
to support clients during COVID-19:

Availability of homelessness services

Data from the Homelessness England database identifies 910 accommodation projects for single people who are homeless in England, representing a 8% decrease from the previous year's figure of 991. The number of homelessness day centres has also decreased by 3% to a total of 176.

Bed spaces in accommodation projects have decreased by 5% to a total of 32,041. Despite homelessness and rough sleeping increasing in this period, this year's figure of 32,041 represents an overall decrease of 27% since 2010 (when the total number was 43,655).

The map below shows that the scale of provision for single homeless people is characterised by significant geographical diversity. Whilst the North East, East of England and East Midlands have had an increase in the number of bed spaces, only the South West and the North East have seen
an increase in the number of accommodation projects. Whilst last year Yorkshire and Humberside had an increase in bed spaces, this year they have experienced a decrease of 2%. The number of day centres has either stayed the same or has worryingly decreased, with the East Midlands having the highest decrease (-27%), followed by the South West (-8%).

Figure 2: Heat map of bed spaces in England, by region

North East England	
Bed spaces:	1,545 (2%)
Projects:	50 (4%)
Day centres:	6 (0%)

North West England	
Bed spaces:	3,081 (-13%)
Projects:	120 (-12%)
Day centres:	25 (0%)

Yorkshire and the Humber	
Bed spaces:	2,567 (-2%)
Projects:	71 (-11%)
Day centres:	14 (-7%)

East Midlands	
Bed spaces:	2,804 (7%)
Projects:	57 (-10%)
Day centres:	11 (-27%)

West Midlands	
Bed spaces:	2,777 (-16%)
Projects:	69 (-20%)
Day centres:	11 (-8%)

East England	
Bed spaces:	3,862 (3%)
Projects:	128 (-9%)
Day centres:	15 (0%)

London	
Bed spaces:	8,218 (-1%)
Projects:	162 (-8%)
Day centres:	40 (-2%)

South West England	
Bed spaces:	3,628 (-12%)
Projects:	136 (3%)
Day centres:	18 (-10%)

South East England	
Bed spaces:	3,559 (-13%)
Projects:	117 (-9%)
Day centres:	36 (-3%)

| 0 | 1000 | 2000 | 3000 | 4000 | 5000 | 6000 | 7000 | 8000 |

Total in England	Number	% change on previous year
Bed spaces:	32,041	(-5%)
Accommodation projects:	910	(-8%)
Day centres:	176	(-3%)

Source: Homeless UK database, December 2020

Availability of accommodation projects by gender

A total of 81% of homelessness accommodation projects in England provide mixed accommodation, with others offering men (8%) or women-only accommodation (7%). Compared to last year, there has been a 4% increase in the proportion of mixed projects, and a decrease of 33% for men-only projects.

Graph 3: Accommodation projects, by gender

- Mixed ■ Men only ■ Women only
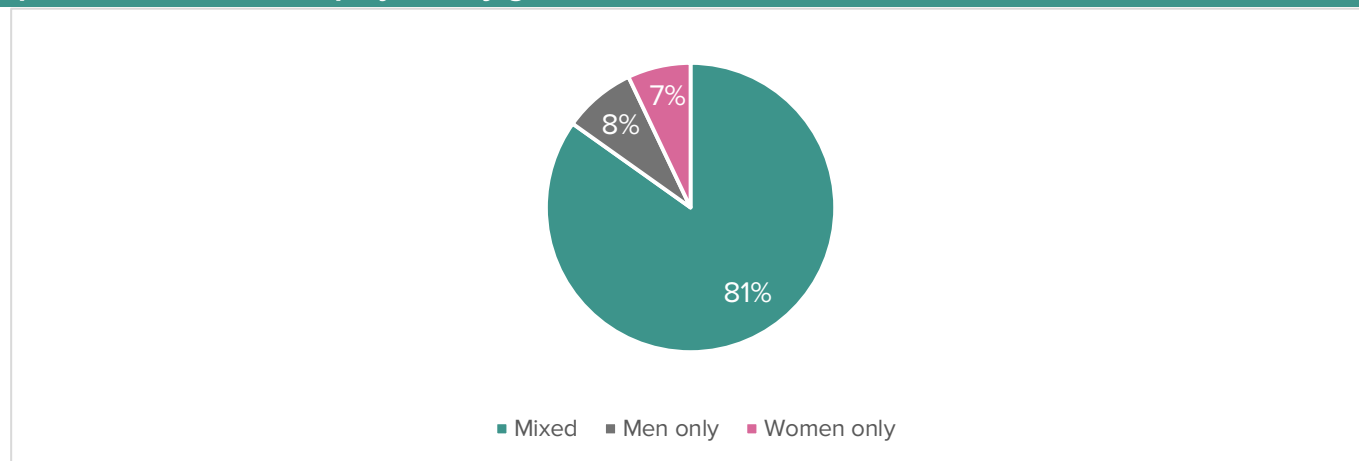
Source: Homeless England, N=910

Availability of youth-specific projects

Since the causes, experiences and consequences of youth homelessness often differ from those of adults, the policy and practice responses should also be different.[27] In England, there are 338 services specifically for young people aged 16-25 (37% of total). Although slightly lower than last year (389 services), this number still reflects a high proportion of youth-specific projects providing support that is tailored to the needs of young people who are homeless or at risk of homelessness.

Bed night voids

To create a picture of the level of demand, the accommodation survey asked respondents whether they had any voids (empty beds) the previous night. Some providers are contracted to maintain a certain number of empty beds to meet particular groups such as rough sleepers.

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[27] FEANTSA (2017) Locked out: Housing solutions for vulnerable young people transitioning to independence. Available at: http://www.feantsa.org/download/report-chloe-eng5472656428791867789.pdf

Graph 4: Bed night voids
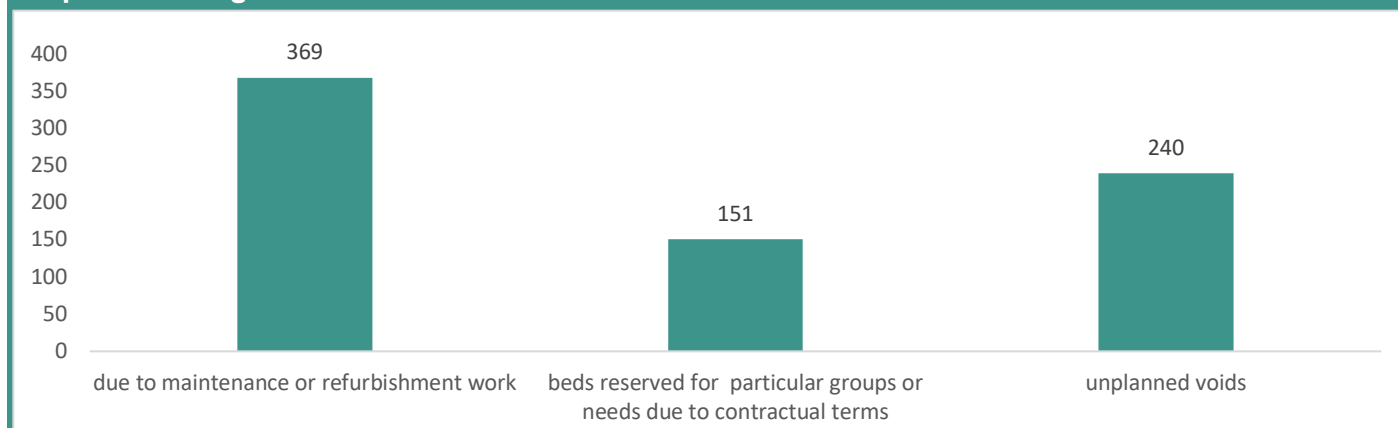
N: 402

Given the low rate of voids overall and a high percentage due to maintenance or refurbishment work, the findings suggest there is limited spare bed capacity within the homelessness sector in England. Table 5 breaks down voids by region. The South West reported the highest number of voids due to maintenance or refurbishment work at 66%, while the North East has the highest unplanned voids at 27%.

Table 5: Regional breakdown of total number of voids (% of total voids)

	East	East Midlands	London	North East	North West	South East	South West	West Midlands	Yorkshire & the Humber
due to maintenance or refurbishment work	51%	49%	35%	51%	55%	43%	66%	23%	34%
beds reserved for particular groups or needs due to contractual terms	23%	31%	17%	24%	18%	21%	26%	12%	14%
unplanned voids	25%	26%	17%	27%	20%	19%	26%	11%	15%

Accommodation funding

The survey explored how accommodation providers and day centres in England are funded and how this has changed over the past year. The majority of accommodation providers reported receiving funding from Housing Benefit (91%), rent and service charges (80%) and housing-related support (formerly supporting people) (64%). The most common source of funding for accommodation providers is Housing Benefit (91%) (Graph 5).

Graph 5: All funding sources for accommodation projects

Source	Percentage
Housing Benefit	91%
Rent & service charges (paid by service users)	80%
Housing-related support (formerly supporting people)	64%
Fundraising and donations	50%
Charitable grants	40%
Children's services	21%
Adult social care	10%
Corporate/Businesses	9%
Health (e.g. NHS Trusts, Clinical Commissioning Groups, Public...	5%
Criminal justice (e.g. Youth Offending Team, Probation)	3%
Social investment (including Social Impact Bonds)	3%

N:390

Housing benefit continues to be the highest main source of funding for accommodation projects (50%) compared to last year (44%). Although similarly to last year housing related support is the second highest source of main funding for accommodation projects at 32% which is 4% lower than last year (36%).

Graph 6: Main source of funding for accommodation projects

Source	Percentage
Housing Benefit	50%
Housing-related support (formerly supporting people)	32%
Rent & service charges (paid by service users)	6%
Children's services	3%
Fundraising and donations	3%
Adult social care	2%
Local Authority homeless prevention grant	2%
Health (e.g. NHS Trusts)	1%
Charitable grants	1%
Corporate/Businesses	0%
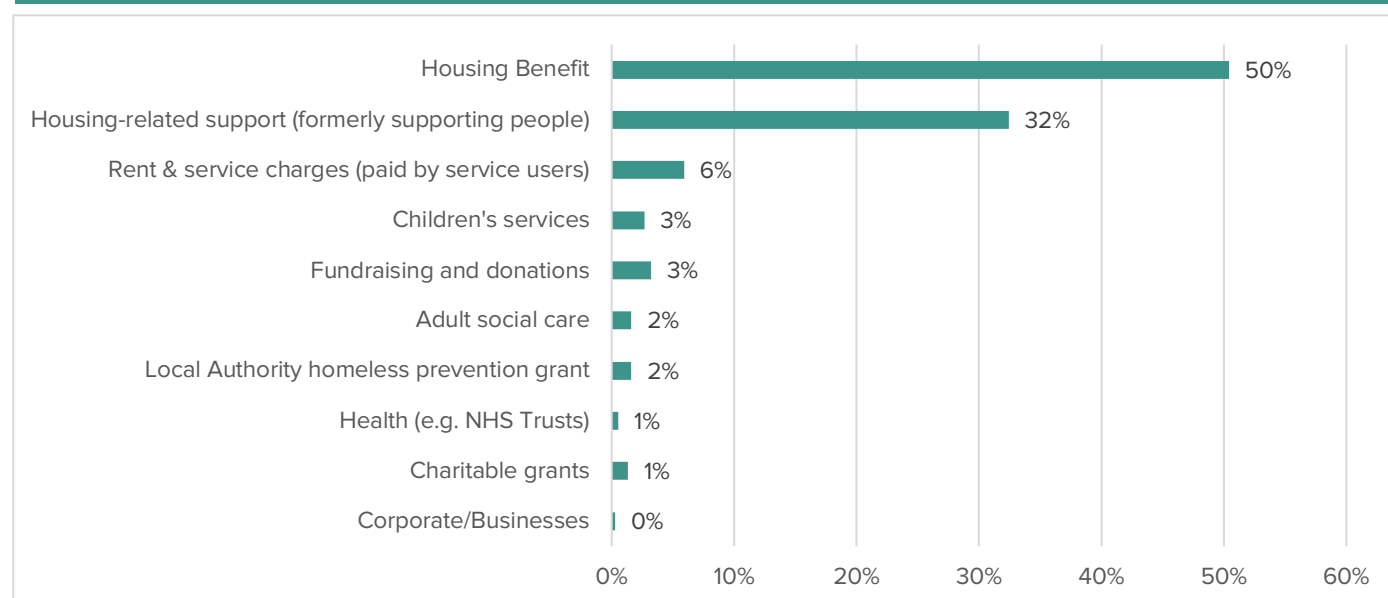
N:373

Most accommodation projects reported that since 2019 their funding has remained the same (56%). A smaller, but still considerable group proportion reported a decrease (25%) or an increase (19%) in funding (Graph 7).

Graph 7: Overall funding compared to the last financial year for accommodation projects
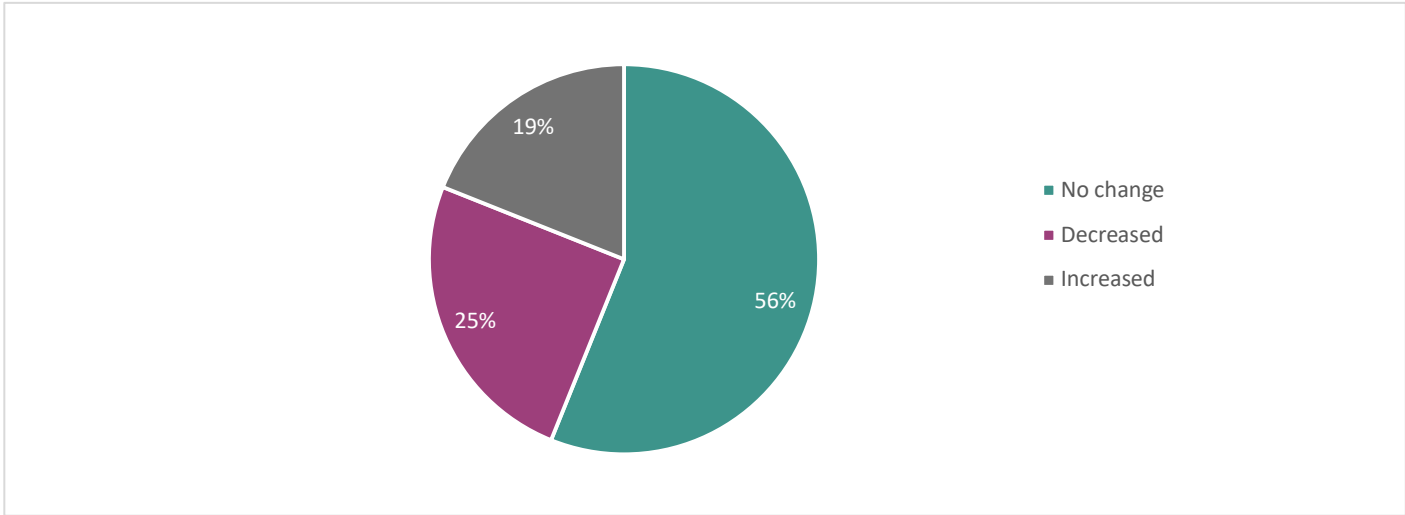
N: 430

This year we are able to breakdown the funding changes regionally. Nearly all regions reported largely no change to funding. West Midlands had the highest number of services reporting a decrease in funding, whereas the North East has reported the highest number of services reporting an increase in funding (Graph 8).

Graph 8: Regional overall funding breakdown for accommodation projects
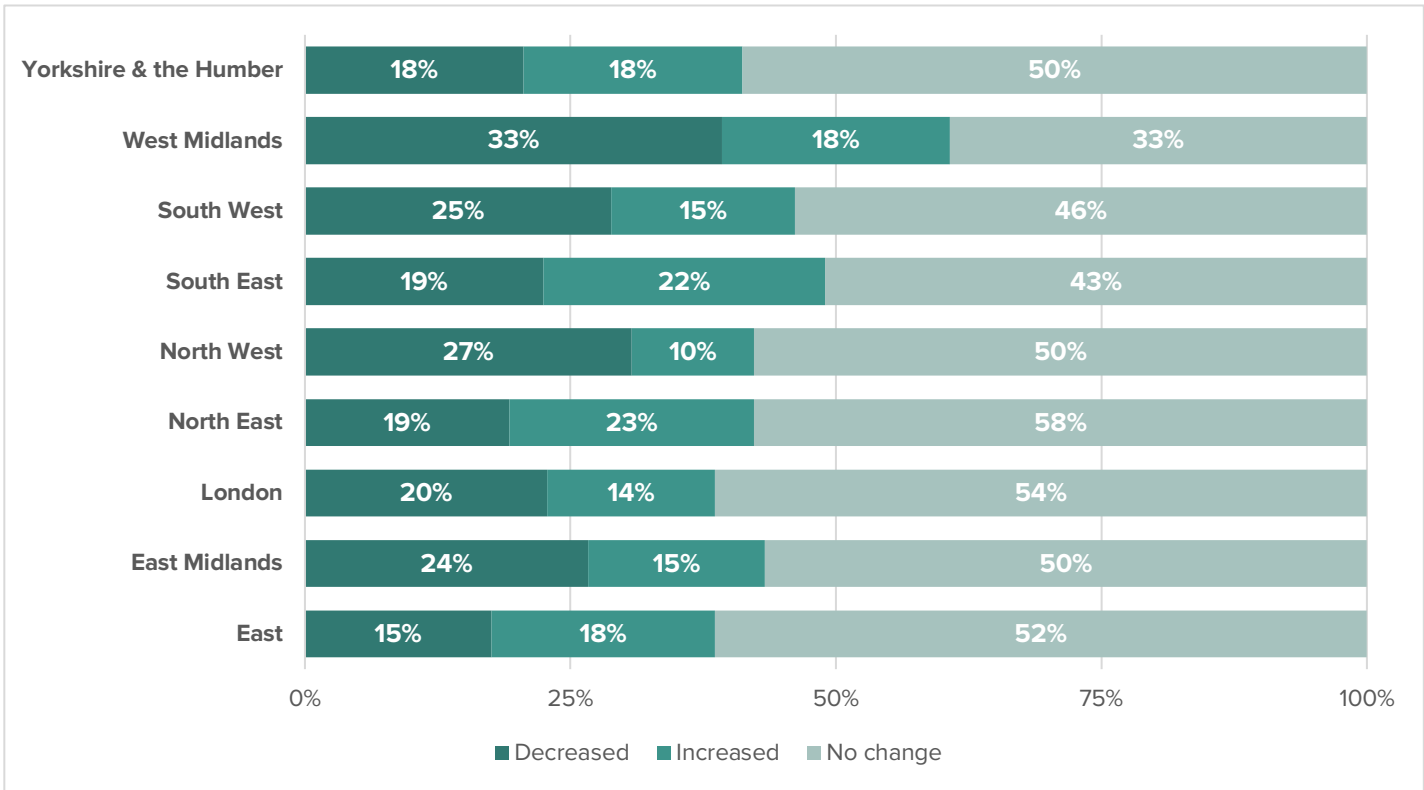
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The survey explored the effects of funding changes on the services provided by accommodation projects (Graph 9). Although the number of bed spaces overall has decreased, providers were more likely to report an increase in bed spaces (16%) rather than a decrease (8%). 12% reported an increase in volunteers. However, accommodation providers also reported a range of negative impacts, such as a reduction in overall staffing capacity (25%), a slight reduction in the skill level of staff (7%), and a considerable reduction in their ability to support clients with complex needs (19%).

Graph 9 : The effects on services after funding change
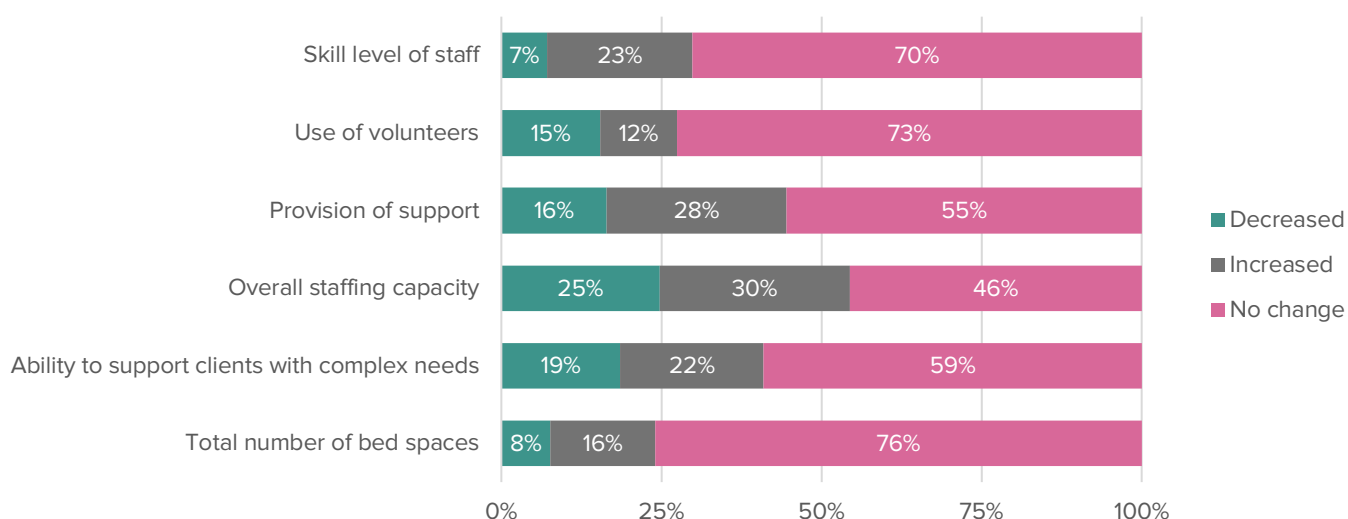
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Day centre funding

Compared to accommodation providers, day centres are much less likely to receive funding from statutory sources (Graph 10). The majority of day centres receive some funding through fundraising and donations (88%) or charitable grants (75%) (Graph 10). A sizeable proportion of day centres also report receiving contributions from "corporate/ businesses" (34%).

Graph 10: Funding for day centres
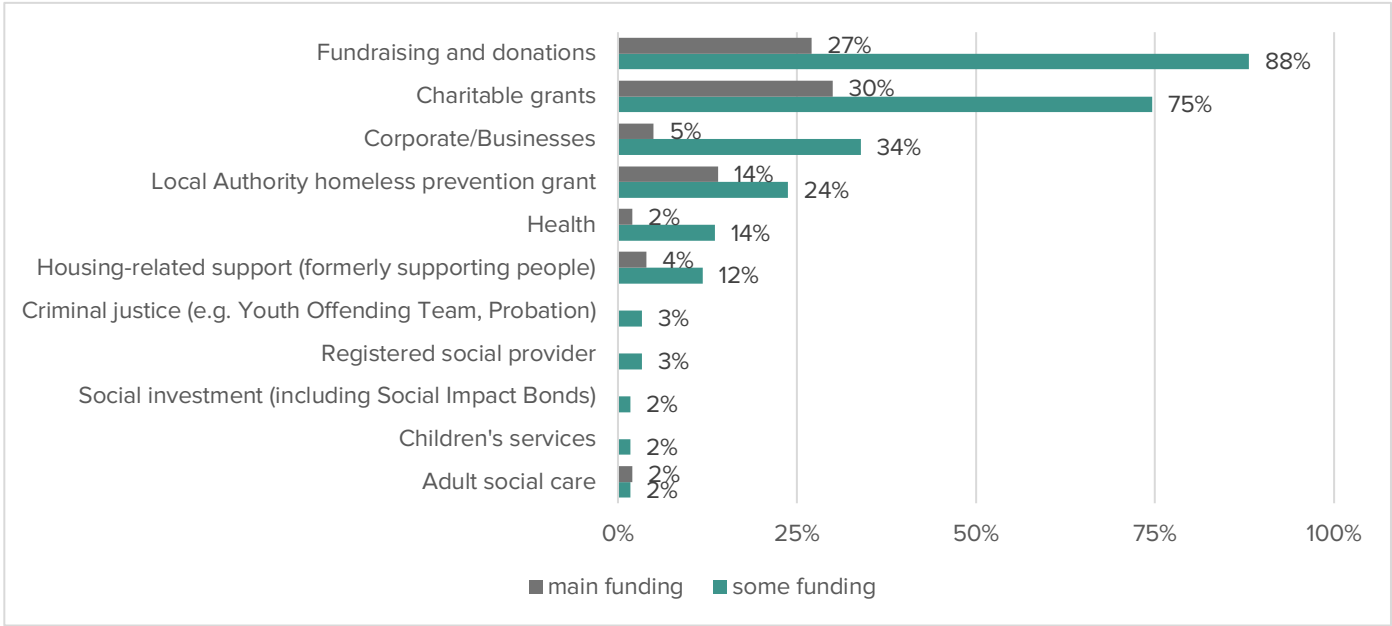
N: 58

Since the last financial year, 36.84% of day centres have not experienced any change in funding, whilst 31.58% experienced an increase and another 31.58% a decrease.

Graph 11 : Overall funding compared to the last financial year for day centres

- Decreased
- Increased
- No change
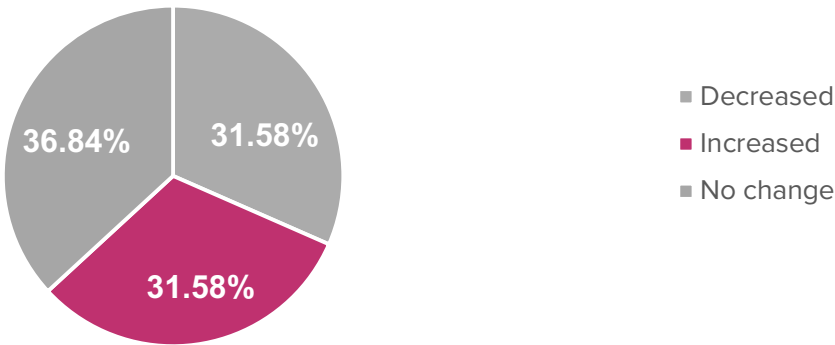
N: 57

The survey explores the effect of funding changes on day centres services. 21% of day centres reported an increase in the use of volunteers, little less than half (45%) reported an increase in the skill level of staff and 29% reported an increase in the total number of clients. However, a fifth of day centres (20%) also reported a decrease in overall staffing capacity (i.e. number of staff employed by an organisation).

Graph 12: The effects on day centre services after funding change

Legend: Decreased | Increased | No change

	Decreased	Increased	No change
Skill level of staff	6%	45%	48%
Provision of support (e.g. key working, activities)	21%	29%	50%
Ability to support clients with complex needs	9%	26%	65%
Use of volunteers	30%	21%	48%
Overall staffing capacity	20%	37%	43%
Total number of clients	14%	29%	57%

N: 52
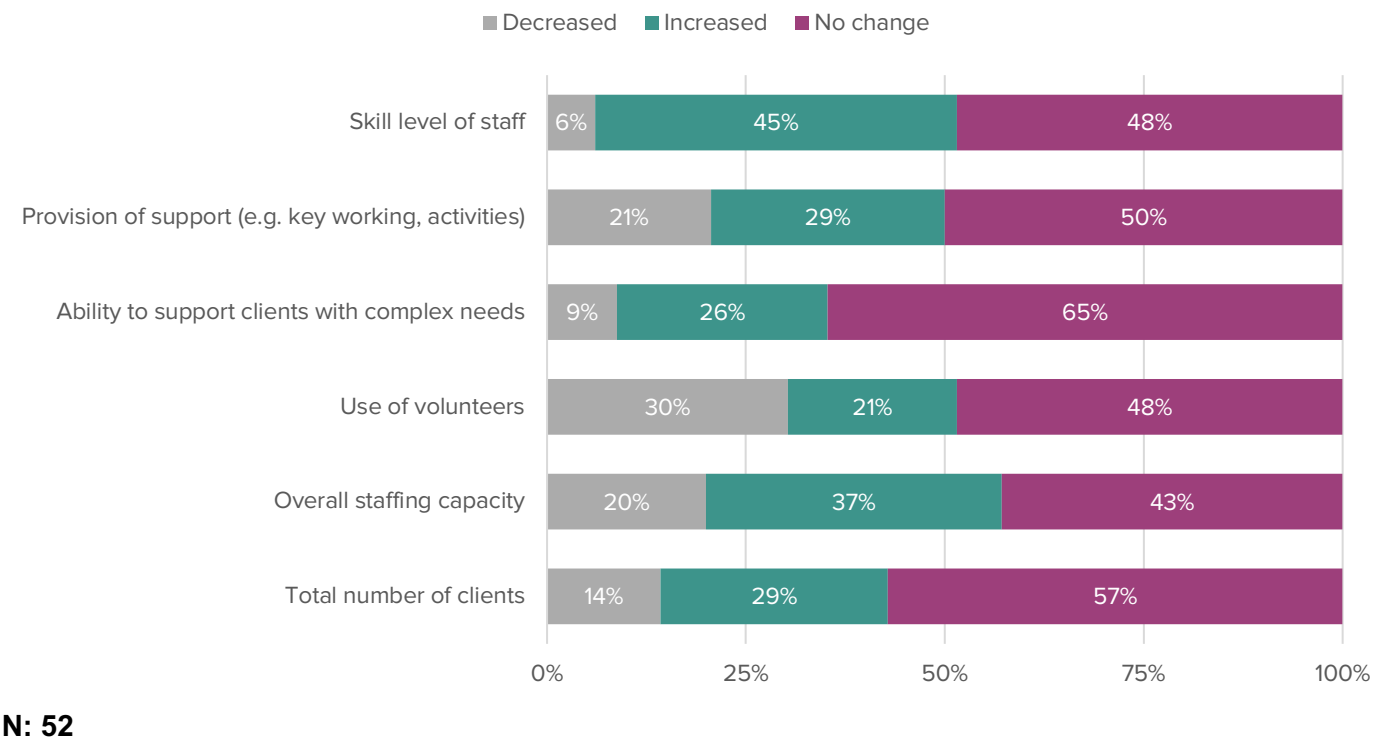
Chapter 4: Use and delivery of services

This chapter explores the characteristics and support needs of single homeless people. Drawing on findings from the day centre and accommodation survey, this chapter looks at the main services provided by homelessness organisations, and the barriers people experiencing homelessness face in accessing support.

Key headlines

- The majority of single homeless people accessing accommodation (64%) and day centres (56%) are male.
- The proportion of women accessing accommodation (25%) and day centres (13%) remains relatively low compared to males.
- 33% of people accessing accommodation services and 7% of those accessing day centres are young people aged 18-25.
- Mental health is the most common support need of those accessing day centres and accommodation services.
- Homelessness accommodation providers and day centres provide a wide array of services - from life skills to basic needs provision.

Single homeless people: characteristics

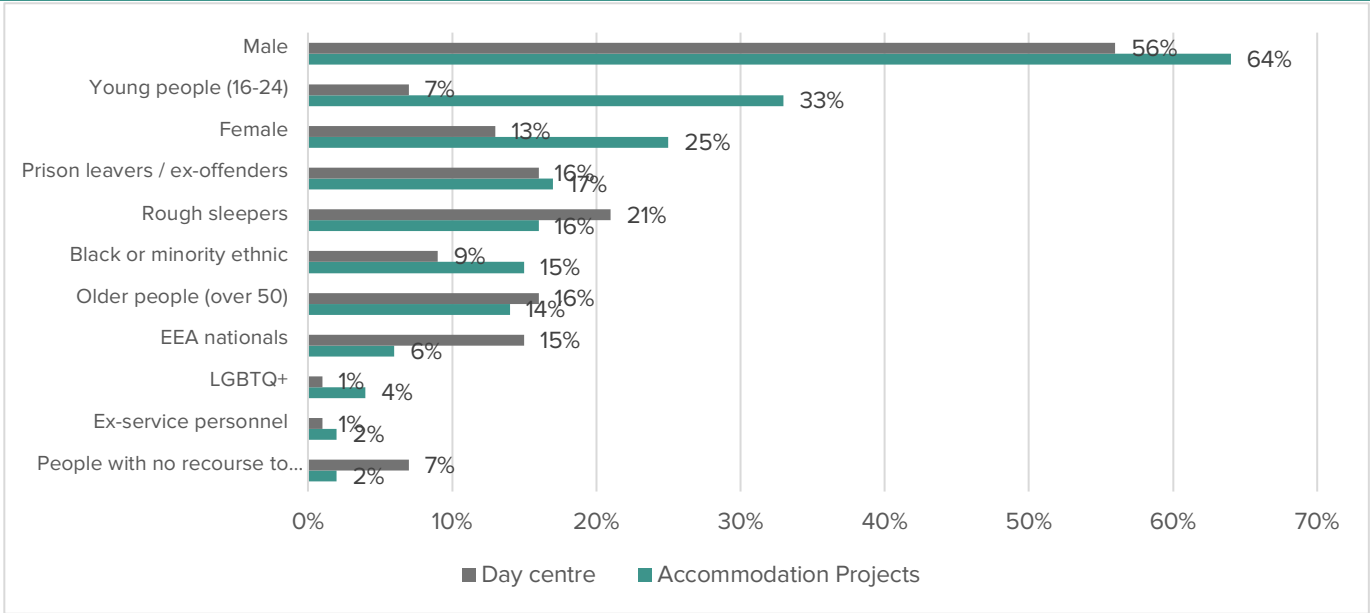The survey asked accommodation providers to provide socio-demographic information about those accessing their services 'last night.' The findings indicate that the majority of homeless people accessing accommodation projects (64%) as well as day centres (56%) are male (Graphs 13). Whilst the proportion ofresearch has however shown that both women[28] and young people[29] (aged 16-24) are more likely to experience 'hidden homeless' situations (e.g. sofa surfing) rather than access services. Many single homeless women and young people may therefore not be captured in statistics.

The findings from this year's study indicate the following socio-demographic trends: accommodation providers support more young people (33%) than older people (14%). Day centres support a greater proportion of older people (16%) than young people (7%). When compared to accommodation services (25%), women are less likely to access day centres (13%). Certain sociodemographic groups are more likely to use day centre services for example people with no recourse to public fund but this year the Annual Review has found a 53% decrease in the number of people from this population, if we compare it to the previous year. Typically day centres may be one of the few services that those with eligibility restrictions can access and therefore it would seem reasonable to assume that the ability to accommodate this population under the Everyone In initiative has had a significant impact on their need to access day centres.

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[28] Bretherton, J. and Pleace, N. (2018). *A Critical Review of Current Research and Methodology Women and Rough Sleeping*. [online] . Available at: https://mungos.org/app/uploads/2018/10/Women-and-Rough-Sleeping-Report-2018.pdf [Accessed 26 Apr. 2021]
[29] Homeless Link (2018) *Young and Homeless 2018,* Available at:
 https://www.homeless.org.uk/sites/default/files/site-attachments/Young%20and%20Homeless%202018.pdf

Graph 13: Characteristics of people accessing accommodation projects and day centres

Accommodation Project N:402, Day Centre N:56

Single homeless needs: Support needs

Service providers were asked for information on the support needs of people accessing their services 'last night.' Only 2% of the accommodation providers reported their residents had no support needs other than housing needs, whilst more than half (52%) responded that all their residents had support needs beyond their accommodation needs. This is comparable with previous years that have also shown over half of accommodation services reporting that all their residents have support needs beyond their accommodation needs (53% in 2019 and 54% in 2018).

Graph 14: Proportion of accommodation clients with no needs beyond their accommodation need

N: 410
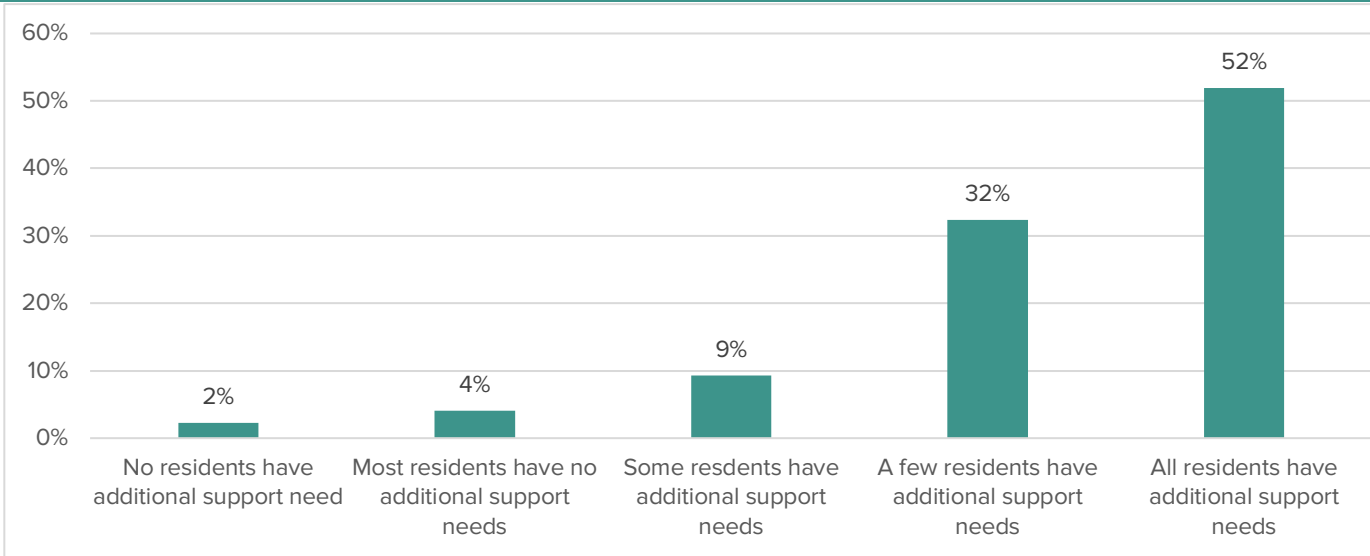
This year is the first time we are able to do regional brteakdown, graph 15 further demonstrates that services are supporting clients beyond just housing throughout the country. The East of England, North West, South West and West Midlands all reported they have no accommodation projects with clients who have no additional support needs beyond their accommodation need.

Graph 15: Regional breakdown of accommodation clients with no needs beyond their accommodation needs
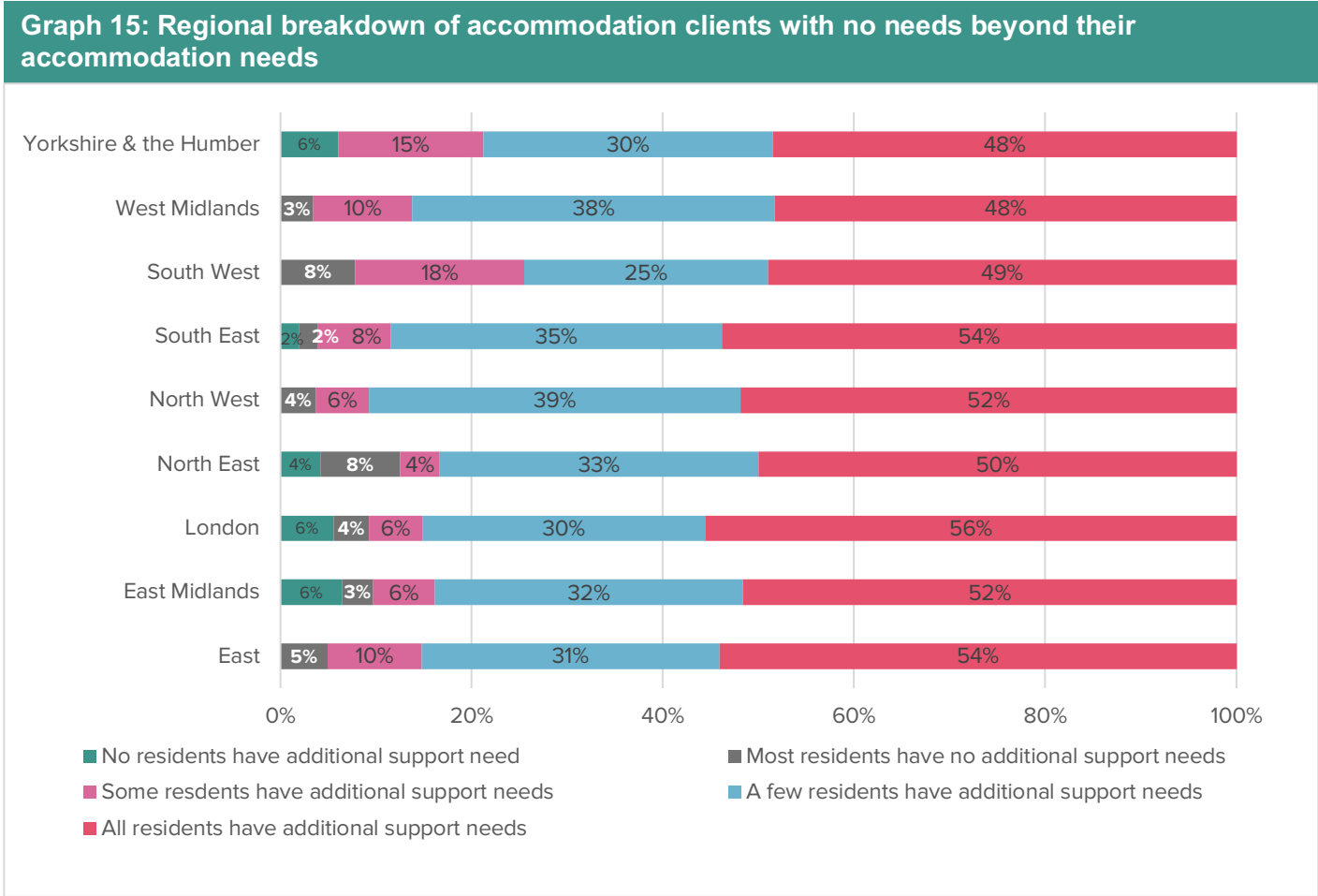
N:410

Mental health issues are the most commonly reported support need experienced by people accessing accommodation providers (42%) as well as day centres (26%), reflecting earlier studies including previous Annual Reviews[30] that show mental health problems are particularly prevalent among people experiencing homelessness (Graphs 16 & 17). [31]

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[30] Homeless Link (2020-2015) *Support for people experiencing single homelessness in England- Annual Review,* https://www.homeless.org.uk/facts/our-research/annual-review-of-single-homelessness-support-in-england

[31] Homeless Link (2014) *The Unhealthy state of homelessness: Health audit results 2014,* https://www.homeless.org.uk/sites/default/files/site-attachments/The%20unhealthy%20state%20of%20homelessness%20FINAL.pdf

Substance misuse can be a cause or a consequence of people becoming homeless, and accommodation providers reported that 30% of people accessing their services faced drug issues, and 20% faced alcohol issues. Day centres reported that 22% of their clients experienced alcohol problems, and 20% had drug problems. Complex needs are also common among people accessing accommodation providers (29%) as well as day centres (21%). Complex needs are defined in this study as experiencing two or more of the following support needs: mental health, alcohol or drug abuse, learning difficulties, or offending behaviour.

The number of people presenting with a dual diagnosis of mental health and substance abuse issues was 22% for accommodation providers and 14% for day centres. Other research has shown that people experiencing homelessness who have a dual diagnosis face significant difficulties in accessing counselling and other mental health services.[32]

Graph 16: Support needs of accommodation project residents

People with mental health issues — 42%
People with drug issues — 30%
People with complex needs — 29%
People with dual diagnosis (i.e. mental health and... — 22%
People with a physical health issue or disability — 21%
People with alcohol issues — 20%
People with learning difficulties — 10%
Women affected by abuse (Including domestic and sexual... — 7%
People affected by modern slavery — 0%
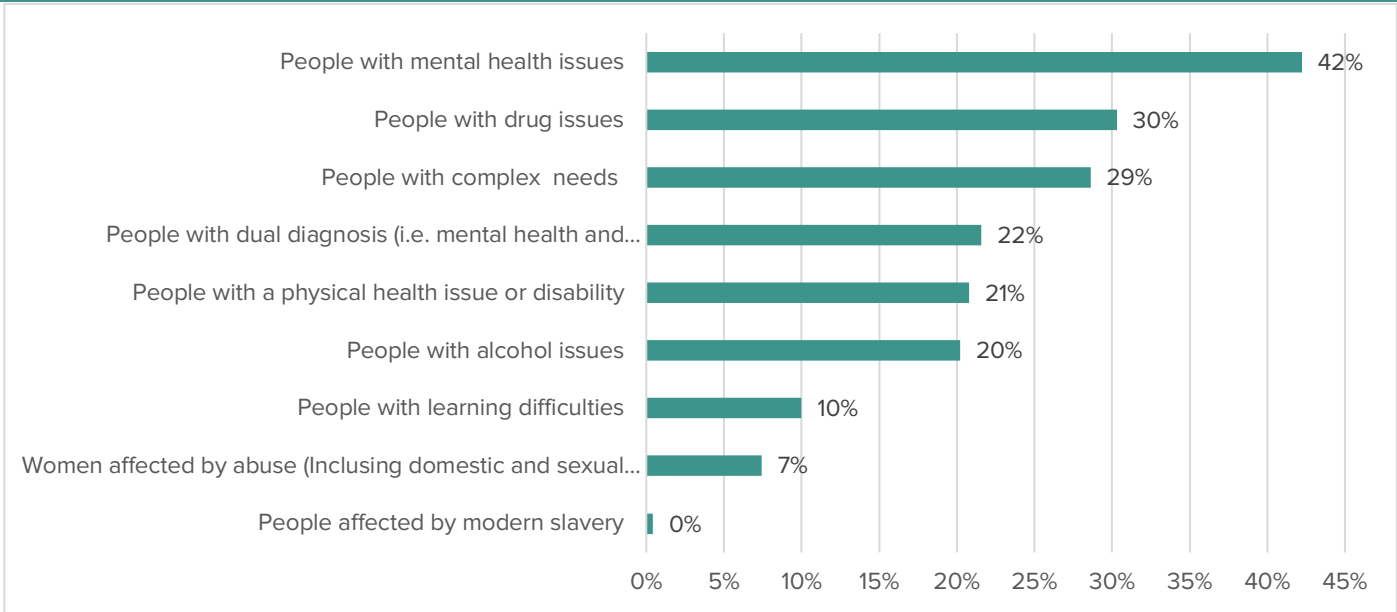
N: 305

Graph 17: Support needs of day centre clients

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[32] Homeless Link (2018) *The Future Hostel,* https://www.homeless.org.uk/sites/default/files/site-attachments/The%20Future%20Hostel_June%202018.pdf

Support Need	Percentage
People with mental health issues	26%
People with alcohol issues	22%
People with complex needs	21%
People with drug issues	20%
People with dual diagnosis (i.e. mental health and...	14%
People with a physical health issue or disability	10%
People with learning difficulties	6%
Women affected by abuse (Including domestic and sexual...	3%
People affected by modern slavery	1%
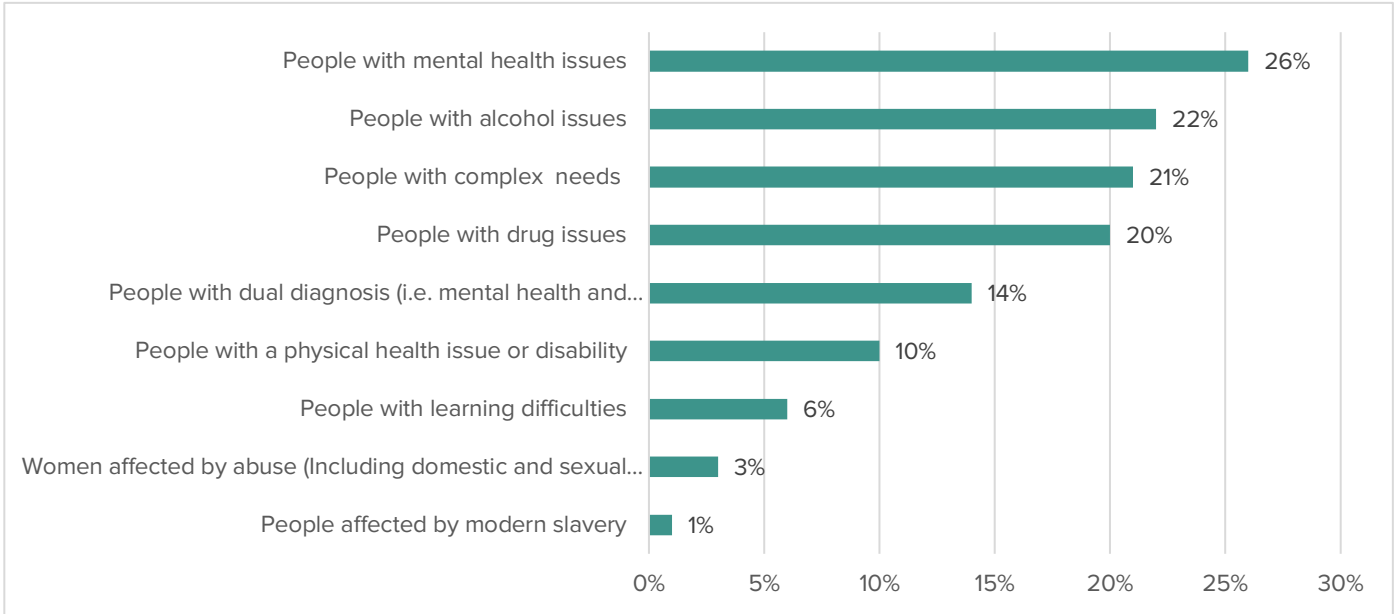
N: 55

This year is the first year Annual Review is able to provide regional breakdown.Clients with mental health issues were the highest support needs across all regions with the East of England and South East reporting 50%. Followed closely by clients with drug issues and clients with alcohol issues (Graph 18).

Graph 18: Regional breakdown of client support needs in accommodation projects

Women affected by abuse (Including dometic or sexual abuse)

People with alcohol issues

People with drug issues

People with mental health issues

People affected by modern slavery

People with a physical health issue or disability

People with learning difficulties

People with complex or multiple needs

People with dual diagnosis
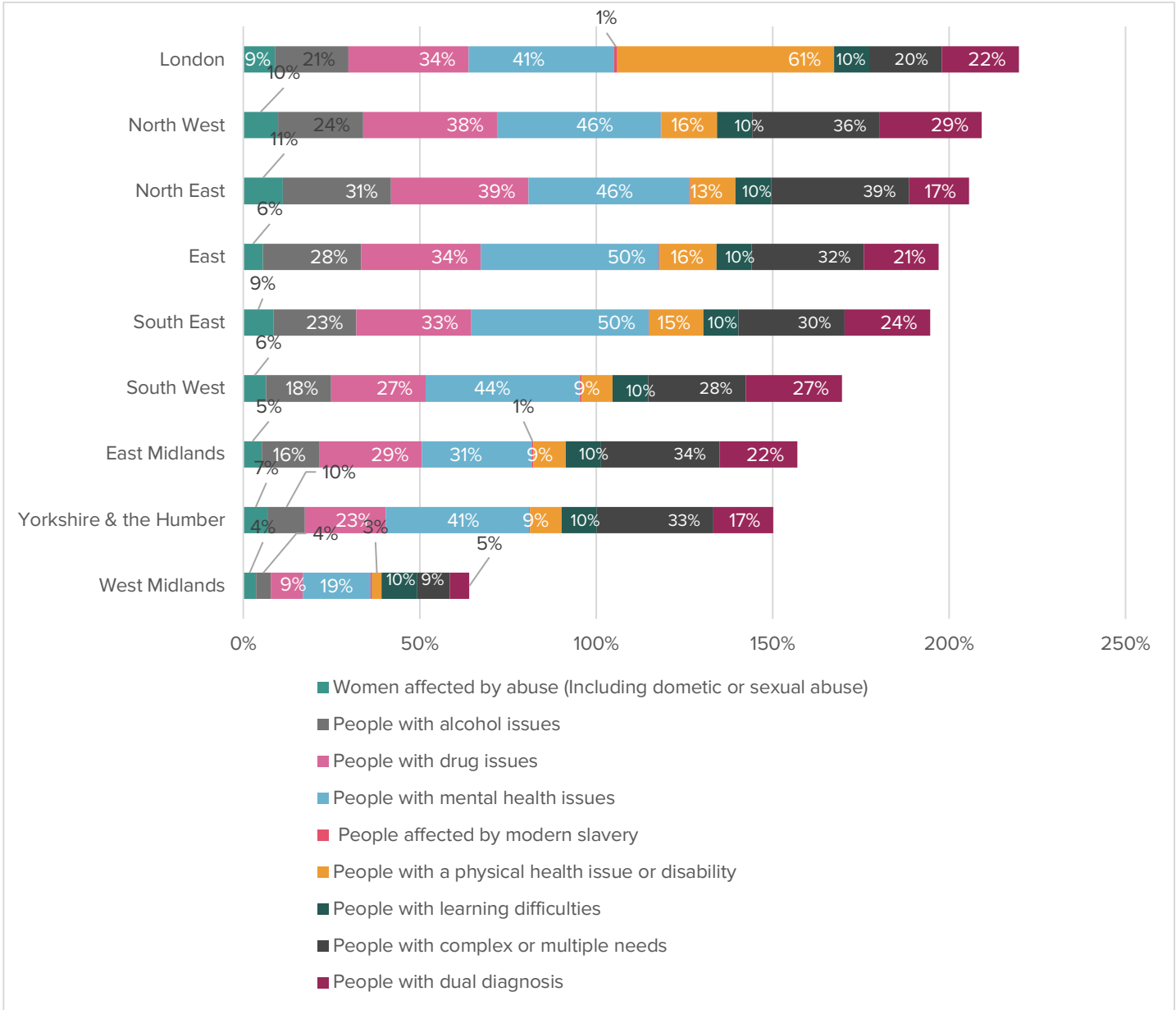
N:305

Case study 2: Housing First Rotherham: Trauma informed care at its heart

Housing First Rotherham started in 2018 currently supports 30 tenants in their own homes. Everyone has their keyworker, who only have 5-7 people on their caseload so they can really engage with their clients and have the time available to provide holistic support and build strong relationships. In February 2020 a trauma informed counsellor joined the team.

Everyone the Housing First team work with has experienced compound trauma – whether that's through adverse childhood experiences (ACE's), mental health complications, physical and emotional abuse, addiction or homelessness, or as is often the case, a combination of those. With that in mind, they want to offer people a chance to explore and process what has happened. They offer individual therapy as an opportunity to reconnect body and mind; to experience a safe relationship and ultimately, to heal.

> As one keyworker says: *"All customers are different but they've all got one thing in common – they've all had trauma. If they have counselling they can learn coping strategies and don't have to do drugs or drink to cope."*

The idea came directly from the clients.People were feeling frustrated at being unable to access mainstream therapy and being offered support that wasn't flexible enough to meet their needs. As a part of the team the in-house counsellor can be flexible with sessions; there is no waiting list; no maximum number of sessions and no penalty for not attending. Access to mental health provision is vital to support those people experiencing homelessness who have compound trauma, embedding support within the service allows for it to responsive and available to their needs. The success of this demonstrates how critical good access to mental health care is for many people moving out of rough sleeping into long-term secure housing.

The increased trauma informed capacity means they are also able to run fortnightly reflective practice sessions with the keyworkers. These are a safe, creative space to think about the work being done, connect with each other and provide challenge. Reflective practice amongst key workers helps to increase resilience and ability to process the trauma that they are exposed to through their work.

Housing First Rotherham is able to provide the trauma informed support that their clients need to maintain their tenancies and start to build a life in their new homes.

"I'm so very happy I'm living here. I've got my mates around me. I've said thanks to [keyworkers] and police service for making this possible. I've calmed myself down, this is just totally brilliant. I'm happy to have contact with you, love."

Service Provision

Accommodation providers and day centres provide a range of services to help single homeless people address their support, care, and practical needs. Most services report not being equipped to meet all clients' needs directly and will often work in partnership with other voluntary or statutory organisations to provide a

wide range of support services. These services can be provided in-house at the services' premises, externally at another service, or both. Service provisions and how those services are provided have stayed releatively the same levels compared to the 2019 Annual review. This year is the first year the survey asked about Immigration advice service. The majority of day centres (59%) and accommodation projects (68%) reported that this service is provided through external referral with only 11% of accomoodation projects and 14% of day centre services reporting immigration advice services is not available at all.

Among accommodation providers, services that address basic needs (73%, which has increased by 9% from 2019 while the other support provisions remained relatively unchanged from 2019, life skills services (69%), and move on and resettlement support (67%), are usually provided in-house. Physical health (70%), mental health (67%), alcohol (76%), and drug (76%) services are mostly provided externally. Welfare advice (51%) and employment training (46%) were provided both externally and internally (Graph 19).

The survey also asked about the availability of support for women who had been affected by sexual or physical abuse, with 10% of the respondents reporting that this service was not availab

Graph 19: Service provision at accommodation projects
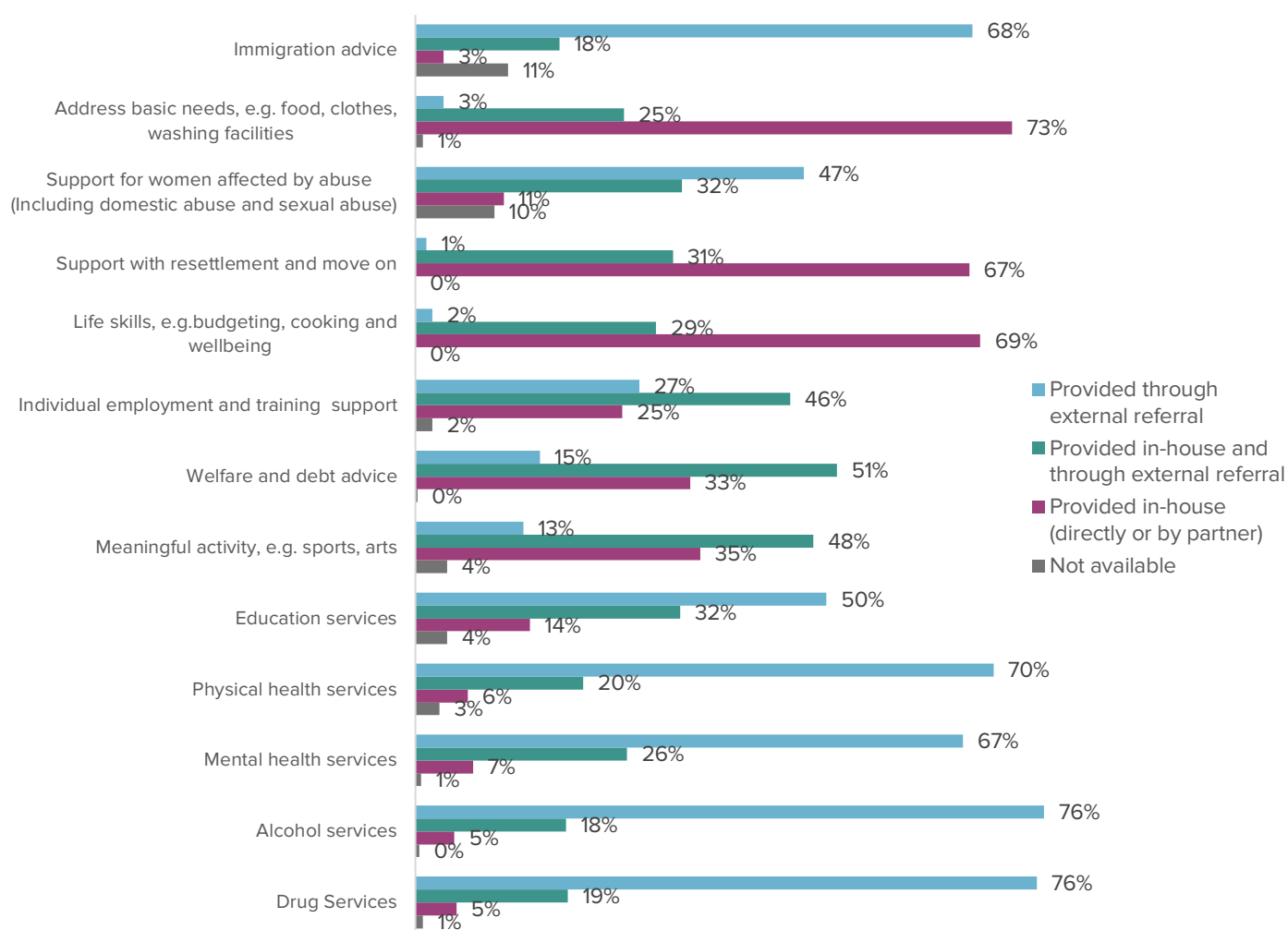
N: 402

Among day centres, basic need provision (access to food, clothes, showers, washing facilities etc.) is the most commonly provided service (92%), highlighting the role these services play in meeting people's immediate needs. A significant proportion also reported that they directly provide meaningful activities (recreational activities including sports, art etc) (55%), move on support (53%), and welfare and debt advice (53%) (Graph 20). These findings demonstrate the important role of day centres in offering not only basic provisions, but also a wide range of services that help tackle the complex underlying issues associated with homelessness and rough sleeping.

Graph 20: Services provided by day centres

- Provided through external referral
- Provided in-house and through external referral
- Provided in-house (directly or by partner)
- Not available

Service	Provided through external referral	Provided in-house and through external referral	Provided in-house (directly or by partner)	Not available
Immigration advice	59%	22%	5%	14%
Address basic needs	2%	7%	92%	0%
Support for women affected by abuse (Including domestic abuse and sexual abuse)	65%	15%	13%	7%
Support with resettlement and move on	15%	28%	53%	3%
Life skills	12%	15%	53%	20%
Individual employment and training support	38%	18%	31%	13%
Welfare and debt advice	16%	21%	54%	8%
Meaningful activity, e.g. sports, arts	7%	17%	55%	22%
Education services	39%	15%	20%	25%
Physical health services	47%	18%	27%	8%
Mental health services	50%	13%	32%	5%
Alcohol services	57%	17%	17%	10%
Drug Services	52%	17%	22%	10%

N: 56

The survey findings show that individual employment and training support is part of the service provision at both day centres (30% in house) and accommodation services (25% in house).

The following case study demonstrates the range of services day centres offer and illustrates how the

Case Study 3: The Cathedral Archer Project – Sheffield

By 1989 Sheffield Cathedral had become a regular place of shelter for people who had nowhere else to go and nothing to do. The congregation responded by providing them with a basic breakfast. The Archer Project quickly established itself as a city centre venue where homeless people felt welcome. What started as tea and toast served by members of the Cathedral congregation has developed and expanded into a holistic service designed to help homeless people to improve their lives.

In 2007 the Archer Project moved in to a purpose build premises within the Cathedral containing showers and laundry services, interview rooms for 1-1 work, a lounge area with computers, a professional kitchen, a medical room and an education/activity room. It has allowed them to work with many other agencies and provided a service of greater breadth and depth than they were previously capable of.

The Archer Project offer a tailored service recognising the need for personalised support to meet individual needs. There are some things that are generally helpful to everybody. Learning and doing activities builds confidence and improves health, volunteering gives people responsibility and a sense of purpose, and 1:1 support from a project worker means specific issues can be tackled. In the end the aim is for people to live stable, fulfilling and enjoyable lives. There are a lot of services on offer. These include:

- Assessment and signposting to appropriate service providers
- 1:1 support
- In-house nurse and dental clinics
- Access to hot food, drinks, food parcels, as well as showers and laundry
- A programme of activities to help people learn skills and enjoy new experiences
- The chance to gain accredited awards
- A structured volunteer programme which helps people to gain structure in their lives.
- Support to attend drug and alcoholic treatment services
- Access to computers and telephones

Matthew's story

For Matthew it started with a blocked toilet. Matthew is 44 with a history of trauma and mental health which has repeatedly led to street homelessness. When his toilet became blocked he failed to report it, meaning Matthew'sflat became a health hazard. The worse it got the the more it impacted on Matthew and his mental health deteriorated. In July the arrears team phoned the Archer Project because Matthew was threatened with eviction for failing to pay his rent.

The project knew him well and met him to find out what had gone wrong. The rent arrears turned into multiple debts. It took two weeks to work out he owed around £900 to rent, council tax, and utility services. Debt collectors had been assigned to collect a portion of the bills and warnings of further legal action was pending.

Woven into this is Matthew's mental health. He stopped taking his prescribed medication and instead had turned to Alcohol, bought prescription drugs and illegal substances.

The support provided by the Archer Project meant that Matthew was able to access the help he needed to manage the repairs needed to his flat and ensure that he was able to process the debts he had accrued and avoid eviction.

Matthew is now in his cleaned flat with gas and electric, his windows have been repaired and the Archer Project are helping Matthew and his dad to redecorate. He texts us with updates. The last confirmed that he went to his GP appointment. The one before was a mini crisis because he saw a red light on his gas meter, thought it must be broken so switched it off. If regular texts continue the future may be more rosy.

What is much more difficult to describe is the unravelling of the complexity of the situation Matthew was in. He says it was all his fault and it is certainly true that a few different decisions would have made a huge difference. It's also true that navigating public and financial systems for people who find life hard to negotiate repeatedly leads them to fail. People like Matthew are used to life going wrong and are peculiarly tolerant of bad living conditions. By the time alerts are sounded things have often become serious.
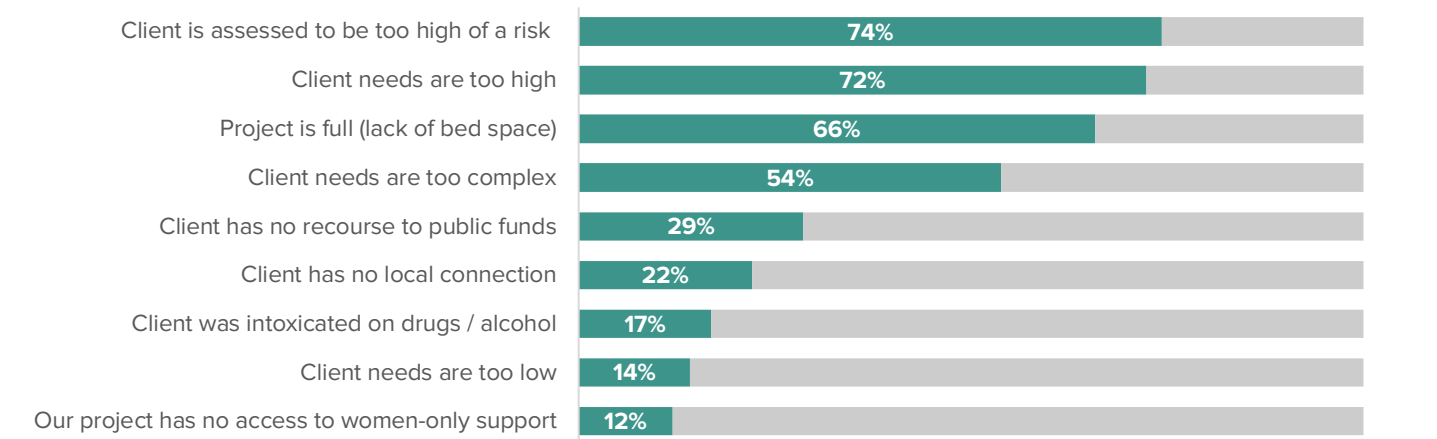
continued support, helps to reduce people becoming homeless again:

Barriers to accessing services

The survey explored the barriers that single homeless people face in accessing services. Accommodation providers most commonly reported refusing access to their services as a result of people being considered too high risk (74%) or too high need (72%) (Graph 21). These findings support other research indicating that people with multiple and complex needs can face significant barriers in accessing support.[33]

Similarly to previous Annual Reviews (2015-2019)[34], the lack of bed spaces was identified as the most common reason for refusing access to the service (36% of respondents), in turn indicating that demand for accommodation and support from the homelessness sector surpasses available capacity (Graph 22). Accommodation providers are unlikely to refuse access to a service because client needs are too low or on the basis of drugs/alcohol intoxication (Graph 23). What both graph 21 and 22 illustrates is that although the lack of bedspaces is a common reason for services to refuse access or referrals, the main challenge is client needs being too high of a risk for services to accommodate and support.

Graph 21: Main reasons for refusing access or referrals to the accommodation service

Reason	Percentage
Client is assessed to be too high of a risk	74%
Client needs are too high	72%
Project is full (lack of bed space)	66%
Client needs are too complex	54%
Client has no recourse to public funds	29%
Client has no local connection	22%
Client was intoxicated on drugs / alcohol	17%
Client needs are too low	14%
Our project has no access to women-only support	12%

N: 408

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[33] Homeless Link (2018) *The Future Hostel,* https://www.homeless.org.uk/sites/default/files/site-attachments/The%20Future%20Hostel_June%202018.pdf

[34] Homeless Link (2020-2015) *Support for people experiencing single homelessness in England- Annual Review,* *https://www.homeless.org.uk/facts/our-research/annual-review-of-single-homelessness-support-in-england*

Graph 22: Common reasons for refusing access or referrals to the accommodation service

Reason	Percentage
Project is full (lack of bed space)	36%
Client is assessed to be too high of a risk	24%
Client needs are too high	22%
Client needs are too complex	8%
Other (please specify)	4%
Client has no local connection	2%
Client was intoxicated on drugs / alcohol	
Client has no recourse to public funds	
Client needs are too low	
Our project has no access to women-only support	
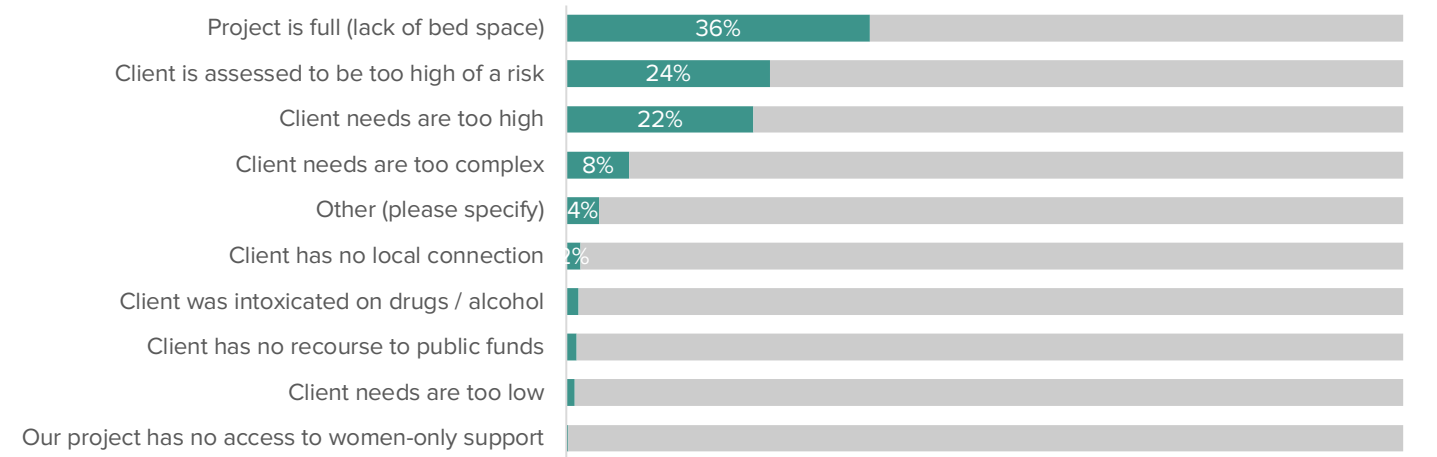
N: 402

Assessments that clients are too high-risk are also a key factor for refusing access to day centres with 74% of services identifying this as a reason for refusing access (Graph 23). Day centres are less likely to refuse people access because their needs are too high, and only 20% reported having turned people away for this reason. 65% did report that they may refuse access to people who are intoxicated on drugs or alcohol. Day centres almost never turn people away on the basis of limited capacity, low support needs, or having no recourse to public funds.

Graph 23: Most common reasons for day centres refusing access or referrals
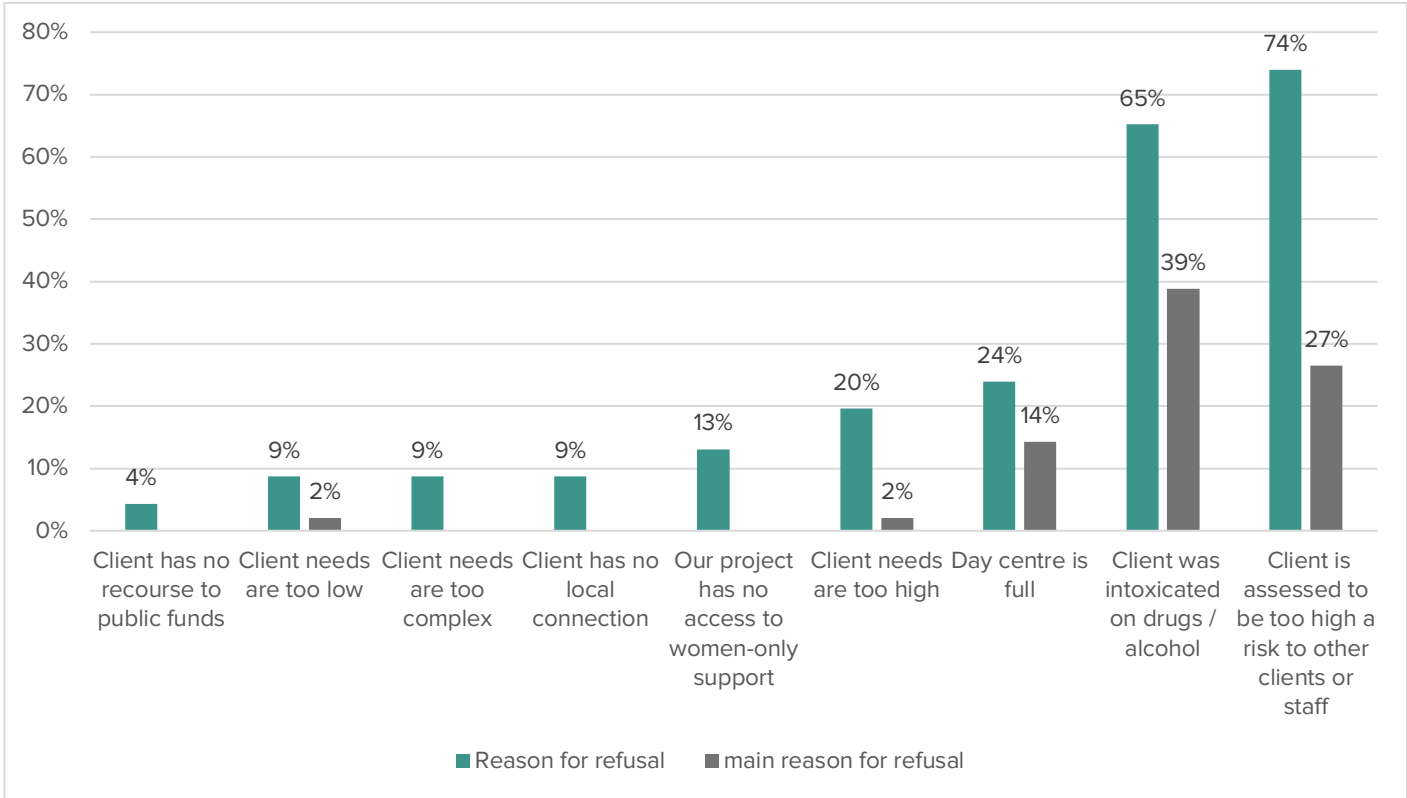
N: 55

Homelessness services will work with a variety of external partners, including but not limited to: adult social care, learning disability services, employment, education and training support services, the criminal justice system and women's services.[35] This in turn allows a wide range of needs to be met. Day centres reported that people using their services were most likely to face problems in accessing mental health (68%), and drug services (34%) and alcohol services (34%). Support with resettlement and move on (31%) was also a likely problem in relation to accessing services (Graph 24).

Graph 24: Problems accessing services for day centre clients

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[35] Homeless Link (2019) *The Future Hostel II: exploring partnership work and best practice in hostel provision*

| Service	yes	no	not applicable
Immigration advice	28%	55%	17%
Address basic needs, e.g. food, clothes, washing...	7%	92%	2%
Support for women affected by abuse (Including...	22%	69%	9%
Support with resettlement and move on	31%	64%	5%
Life skills, e.g.budgeting, cooking and wellbeing	7%	76%	17%
Individual employment and training support	17%	69%	14%
Welfare and debt advice	19%	75%	7%
Meaningful activity, e.g. sports, arts	12%	72%	16%
Education services	14%	60%	26%
Physical health services	29%	61%	10%
Mental health services	68%	25%	7%
Alcohol services	34%	59%	7%
Drug Services	34%	59%	7%

N: 53

Homeless Link's previous Annual Review reports (2015 – 2019) have consistently shown that people with high and complex needs face significant barriers in accessing services.[36] This year's survey asked providers to provide reasons for refusing access to this client group, with both accommodation providers (75%) and day centres (93%) reporting that the risk posed to staff, clients, and their visitors is the main reason that they may refuse access. Lack of staff resources and lack of staff training to deal with people presenting with high or complex needs were also identified as key reasons (Graph 25).

Graph 25: Reasons why clients with complex/high needs are refused access or referral

[36] Homeless Link (2015-2019) *Support for people experiencing single homelesness in England- Annual Review,* https://www.homeless.org.uk/facts/our-research/annual-review-of-single-homelessness-support-in-england
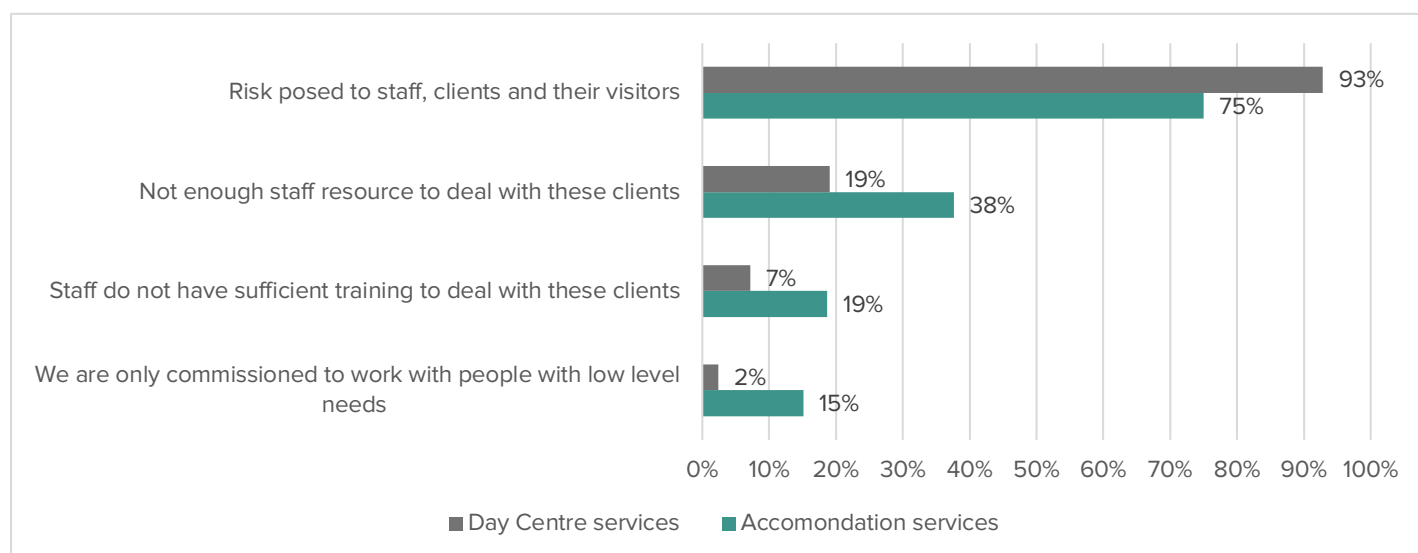
Accommodation Project (N: 402), Day Centre (N: 55)

In an open text question, accommodation providers were asked to comment on the barriers that people experiencing homelessness face in accessing services.

Many respondents said that the COVID-19 pandemic has had a negative impact on various areas of their services. The most frequently reported issues that have arisen from the consequences of COVID-19 relate to the lack of face-to-face interaction, resulting in disengaged clients, prolonged waiting times for mental health services, reduced staff capacity in external services due to 'work-from-home' – whilst simultaneously increasing demand of people seeking access. Other common issues respondents cited were limited mental health support services and drug services, and the long distances clients are required to travel to access these services.

 "*Access to mental health support is a barrier as waiting time can be up to 3 years.*" (In-text response, accommodation provider, North West)

"*Lack of local services so travel is required for customers and the service does not provide transport.*"   (In text-response, accommodation provider, East)

"*Covid-related restrictions - such as difficulty getting appointments, lengthy waiting lists, services closed or running restricted programmes due to Covid.*" (In-text response, accommodation project, Yorkshire & the Humber)

Chapter 5: Outcomes, move on, and service developments

The main aim of homelessness services is to support people to develop the skills and abilities to move out of homelessness and into independent living.[37] This chapter draws on the accommodation survey findings to explore key trends in relation to move on. The period explored in this section pre-dates the COVID-19 pandemic.

Key headlines

- In April 2019 – March 2020, 43% of people accessing accommodation providers moved on positively from services. 14% exited in an unplanned move.
- 72% of accommodation providers in England continue to support individuals after they move on from services.
- 74% of accommodation providers in England report that a lack of accommodation available at the Local Housing Allowance is preventing people from moving on from their services.

Outcomes

Accommodation providers were asked to report on the outcomes achieved by their residents over the past 12 months (Graph 26). The findings suggest that preventing clients from becoming homeless is the most commonly achieved outcome, which is also reflected in previous Annual Review reports 2015-2019. This can cover tertiary homelessness prevention, which targets people who are already affected by homelessness and focuses on minimising repeat homelessness.[38]

A number of respondents also reported that over the past 12 months, most of their clients had improved physical health (47%) and mental health (41%). 43% said most had reduced offending, and 33% said that most of their clients better managed their drug or alcohol intake. This echoes findings in previous Annual Reviews which likewise show positive health improvements as an outcome from supported accommodation. These findings illustrate the wide range of benefits for those accessing homelessness services.

The responses however suggest that accessing employment can be difficult for those experiencing homelessness. Employment support can be less well embedded in-service delivery than other support services,[39] rent levels in hostels can pose a significant barrier to accessing employment and when people lack a stable and settled home it can be very difficult to find and maintain employment. Homelessness can also create or exacerbate a range of other issues that make it difficult to access or maintain employment, such as mental or physical ill health, stigma and discrimination, substance misuse, and having a criminal record.

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[37] Homeless Link (2018) *The Future Hostel,* https://www.homeless.org.uk/sites/default/files/site-attachments/The%20Future%20Hostel_June%202018.pdf
[38] Homeless Link (2017) *Preventing homelessness before it begins: case studies from the homelessness sector,* https://www.homeless.org.uk/sites/default/files/site-attachments/Prevention%20research%202018.pdf
[39] Homeless Link (2014) Evidence Review on Homeless Hostels

Graph 26: Proportion of accommodation residents achieving outcomes over the past 12 months

Outcome	Most	Some	A few	None
Reduced offending	43%	35%	17%	5%
Have better management of physical health	47%	37%	14%	2%
Have better management of mental health	41%	43%	15%	1%
Have been prevented from becoming homeless	84%	10%	6%	0%
Have better management of their drug or alcohol intake	33%	40%	24%	3%
Moved into employment	3%	33%	49%	15%
Moved into training and/or education	21%	32%	39%	8%

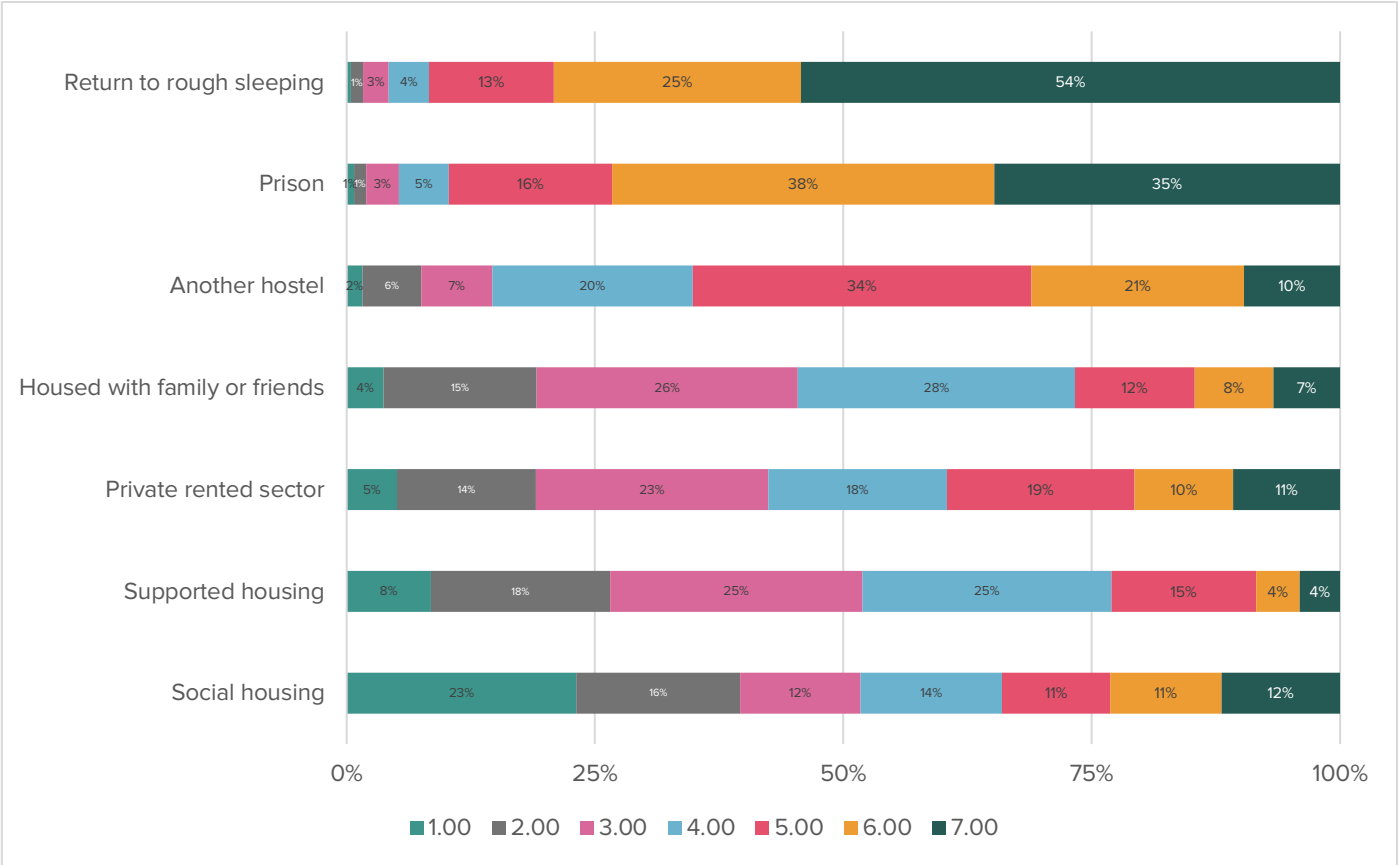■ Most ■ Some ■ A few ■ None

N: 388

Move on

Responding accommodation providers reported that a total of 8,423 people moved on from their services in a planned move (e.g. to other accommodation, or housed with friends or family), which represents 43% of the total number of clients supported during this time. 21% of the total number of clients accommodated were ready and waiting to move on, which is a 3% decrease from 2019. Respondents also reported that 14% of clients left following an unplanned move (e.g., eviction or abandonment), which is a 2% decrease from 2019[40].

Accommodation providers were asked to rank the move on destinations for people leaving their service in the past year (Graph 27). Respondents identified social housing as the most common move on destination and return to prison and rough sleeping as the least common. These findings suggest that people supported by accommodation services in England, are more likely to leave services through a planned tenancy move on process (which includes a move to social housing, private rented accommodation or supported accommodation), rather than through an unplanned move (e.g. returning to rough sleeping). Further research by Homeless Link has shown that homelessness services in England deliver a range of interventions to support people to move on from homelessness.[41]

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[40] Homeless Link (2020) *Support for people expericing single homelessness in England- Annual Review 2019,* https://www.homeless.org.uk/sites/default/files/site-attachments/Single%20Homelessness%20Support%20in%20England%20-%20Annual%20Review%202019.pdf

[41] Homeless Link (2018) *Moving on from homelessness: How services support people to move on.* https://www.homeless.org.uk/sites/default/files/site-attachments/Moving%20on%20from%20homelessness%202018.pdf

Graph 27: Most common move on destinations. 1 is most common, 7 is least common

Return to rough sleeping: 1% | 3% | 4% | 13% | 25% | 54%
Prison: 1% 1% | 3% | 5% | 16% | 38% | 35%
Another hostel: 2% | 6% | 7% | 20% | 34% | 21% | 10%
Housed with family or friends: 4% | 15% | 26% | 28% | 12% | 8% | 7%
Private rented sector: 5% | 14% | 23% | 18% | 19% | 10% | 11%
Supported housing: 8% | 18% | 25% | 25% | 15% | 4% | 4%
Social housing: 23% | 16% | 12% | 14% | 11% | 11% | 12%

Legend: ■1.00 ■2.00 ■3.00 ■4.00 ■5.00 ■6.00 ■7.00

N: 377

The findings do however also indicate that many people face barriers in moving on from homelessness services. Accommodation providers reported that 2,933 people were ready to move on but were unable to. Of this total, 48% had been waiting six months or longer(Graph 28), compared to 36% of people waiting and ready to move on for 6 months or longer in 2019.
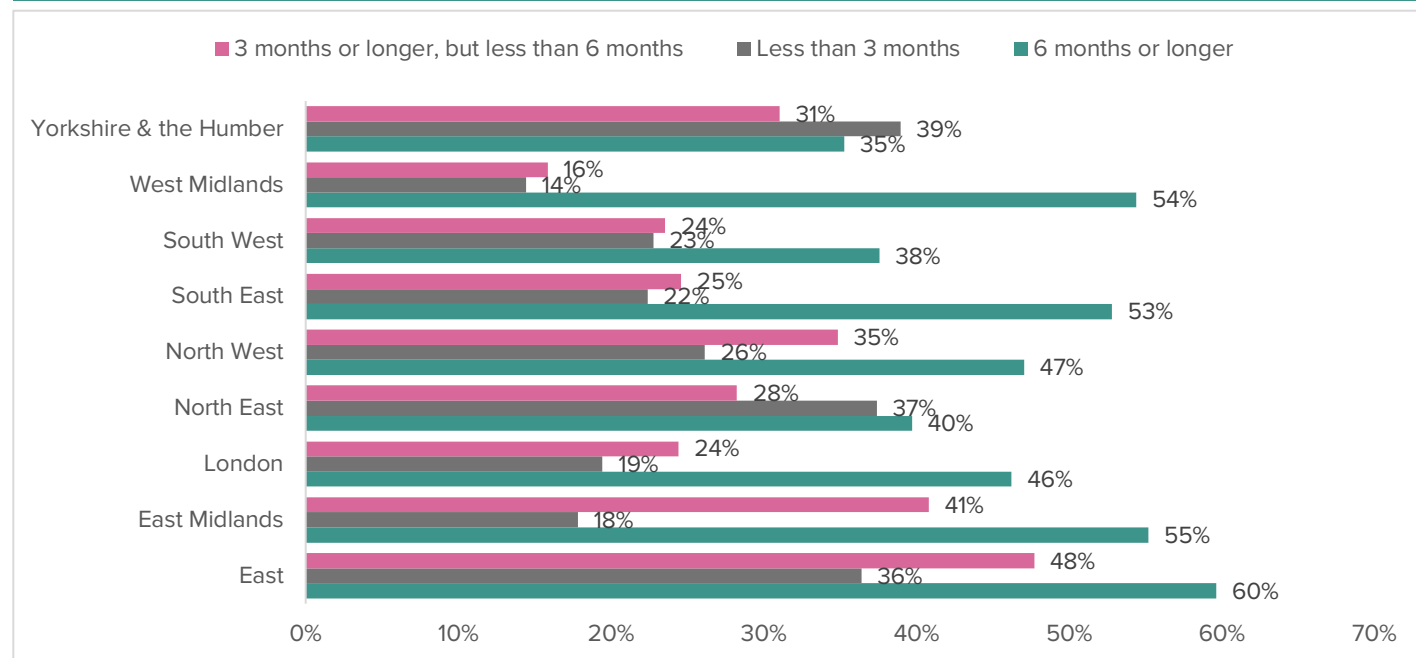
Graph 28: Accommodation clients ready and waiting to move on

48% | 28% | 24%

- ■ 6 months or longer
- ■ 3 months or longer, but less than 6 months
- ■ Less than 3 months

N: 399

The East of England reported the highest amount of clients who have had to wait 6 months or longer to move on (60%), while the Yorkshire & the Humber reported the highest amount of clients who waited less than 3months to move on (39%).
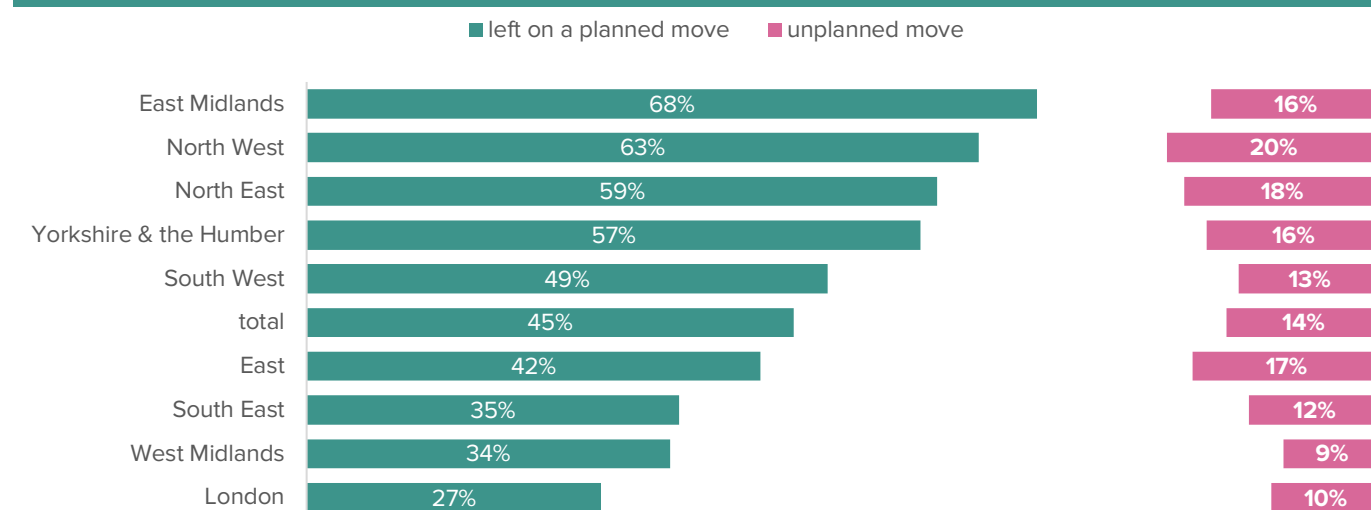
Graph 29: Regional breakdown of accommodation clients ready and waiting to move on

Legend: ■ 3 months or longer, but less than 6 months   ■ Less than 3 months   ■ 6 months or longer

Region	6 months or longer	Less than 3 months	3 months or longer, but less than 6 months
Yorkshire & the Humber	35%	39%	31%
West Midlands	54%	14%	16%
South West	38%	23%	24%
South East	53%	22%	25%
North West	47%	26%	35%
North East	40%	37%	28%
London	46%	19%	24%
East Midlands	55%	18%	41%
East	60%	36%	48%

N: 399

The survey asked how many clients left your accommodation service between April 2019-March 2020 on a planned and unplanned move. The total number of clients who left an accommodation service with a planned move is 8,853 and the unplanned move on total is 2,788. Graph 30 provides a regional breakdown of those figures.

Graph 30: Regional breakdown of planned and unplanned move

Legend: ■ left on a planned move   ■ unplanned move

Region	left on a planned move	unplanned move
East Midlands	68%	16%
North West	63%	20%
North East	59%	18%
Yorkshire & the Humber	57%	16%
South West	49%	13%
total	45%	14%
East	42%	17%
South East	35%	12%
West Midlands	34%	9%
London	27%	10%

N: 402

Respondents identified the lack of accommodation available at the Local Housing Allowance rate as both the most common main barrier (29%) and the most common contributory barrier (74%) preventing people from moving on from homelessness services (Graph 31). This is also refelected in the 2019 Annual Review (main barrier : 28%, common barrier :72%).[42] Many respondents also identified that their clients were excluded by housing providers due to previous debt, or rent arrears (64%) and/or due to previous antisocial behaviour (52%). Another key barrier to moving on was a reluctance of landlords to take on people who are on benefits (52%).

Graph 31: Barriers to move on

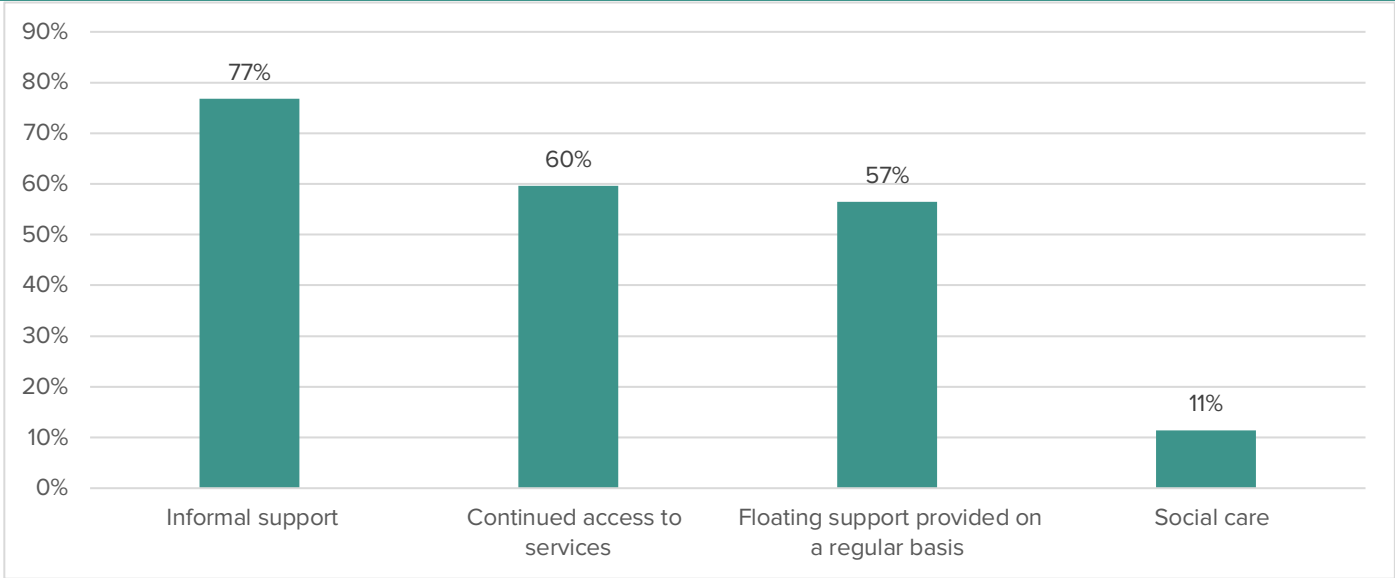| Barrier	main barrier	contributory barrier
No money available for furnishing flats	2%	23%
Lack of accommodation available at the Shared Accommodation Rate	2%	43%
Landlords won't take clients who are on Universal Credit	3%	49%
Landlords won't take clients who are on Housing Benefit	9%	52%
Client is excluded from housing providers due to previous antisocial behaviour	2%	52%
Can't afford rent or deposit in advance and/or no deposit/bond scheme available	5%	52%
Landlords won't take homeless clients with complex needs	4%	54%
Client is excluded from housing providers due to previous debt, or rent arrears	17%	64%
Lack of accommodation available at the Local Housing Allowance rate	29%	74%

Main barrier (N: 405), Contributory barriers (N: 402),

72% of homeless accommodation providers said they continued to support clients after their move on, with the majority reporting this support to be informal, such as contacting people on an ad hoc basis or when they needed help (Graph 32). A significant proportion (60%) also provided continued access to services based at the organisation (e.g., drop in sessions, employment sessions, advice).

[42] Homeless Link (2020) *Support for people expericing single homelessness in England- Annual Review 2019,* https://www.homeless.org.uk/sites/default/files/site-attachments/Single%20Homelessness%20Support%20in%20England%20-%20Annual%20Review%202019.pdf

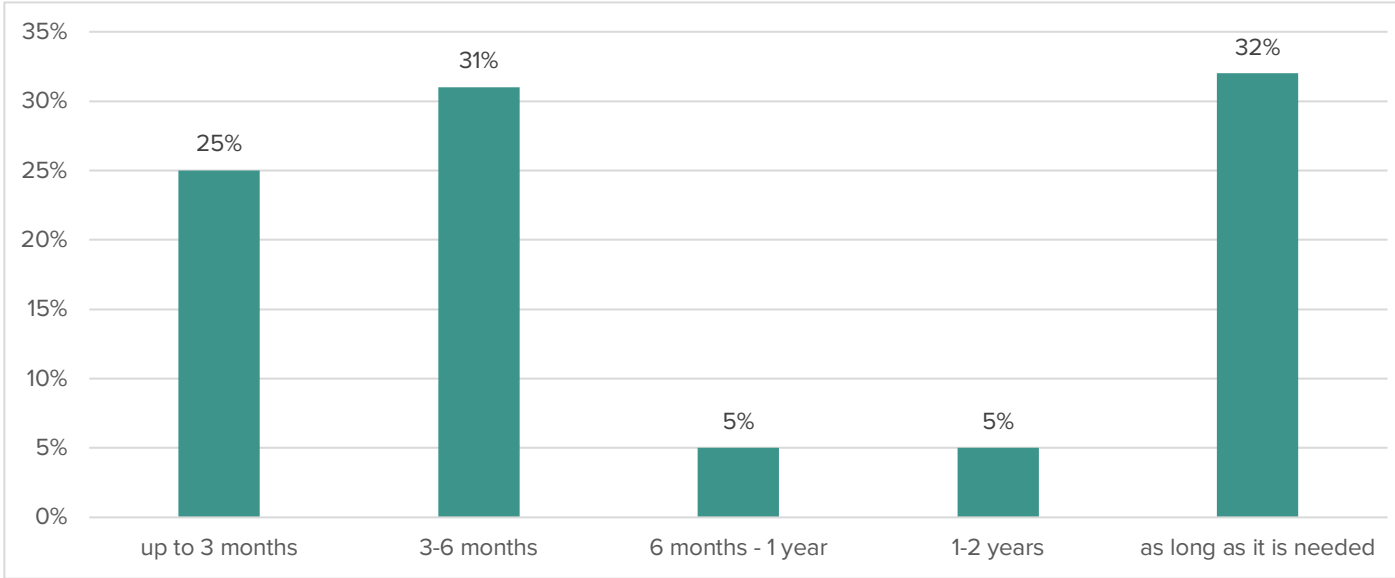## Graph 32: Move on support available for people moving out of accommodation projects

Bar chart showing percentages for move on support types:
- Informal support: 77%
- Continued access to services: 60%
- Floating support provided on a regular basis: 57%
- Social care: 11%

N: 315

56% of the respondents provided move on support for up to six months, and 32% stated there to be no set time limit.

Graph 33: Length of time support is offered by accommodation providers following move on

Bar chart showing percentages for length of time support offered:
- up to 3 months: 25%
- 3-6 months: 31%
- 6 months - 1 year: 5%
- 1-2 years: 5%
- as long as it is needed: 32%

N: 302

The following case study explores a project that works to remove barriers for young people in London so they can positively move-on :

Case Study 4: Ashford Place – Boost Up Project

Boost Up is an innovative new project that dramatically reduces homelessness amongst young Londoners. It provides them with a home and support.

To be homeless in London is to find yourself in an absolutely desperate situation. A dire situation due to current rules around housing benefit. Housing benefit is a payment that is granted when a person finds themselves in great financial difficulty and cannot afford the rent. For homeless people, the support of housing benefit is required to move off the streets into a new home. But there is a cap to housing benefit, and for young people, they are disproportionally affected because of their age. For those under 35, the average grant of housing benefit in London is only £90 p/w. But the average rent in London for a room in a shared house is far higher, £170p/w. This has had a devastating impact on young homeless Londoners. A recent Centrepoint report highlighted this ['Barriers to homeless young people accessing longer-term accommodation']. It spoke of how a 'shortage of affordable shared accommodation in the private rented sector…' were barriers to young people accessing accommodation. This was reflected in our own statistics, with move on rates for under 35s far lower than the 35+.

The Boost Up projects recognises the structural drivers that limits young people from reaching or working towards their goals. The project works in the following stages:

1. A young homeless person is put on the scheme and enters into a contract with us to engage with our support services.

2. In return, we will provide a 'Boost Up', i.e a top-up of rent. For example, if we find a room for the client which is £170 a week, we will pay the £76 that is not covered by housing benefit.

3. We will continue to provide this top-up to the rent until the young person is supported into work which puts them in a position to pay the rent themselves.

4. We will then continue to support them until they get to where they want to be.

Our innovative project, 'Boost Up Young Homeless' breaks down barriers by providing rapid rehousing for young homeless people into secure, stable, long term accommodation in the PRS, complete with wrap-around support throughout the duration of their tenancy.
We provide the deposit and/or rent in advance as well as a monthly top up for those that have a short fall with their Universal Credit payments. This ensures that their tenancy is secured for 6 months, and during this time we help young individuals aged 18-25 with case work sessions, workshops and activities. These cover a range of topics such as employability skills, independent living skills, knowledge on housing rights, mental health and well-being. With this, we hope that our young people gain the skills and knowledge needed to venture out on their own and gain some form of employment so that they can live self-sustainably.

We also recognise the extra cost of work for young people , travelling, clothes, etc.. so we provide a top up in salary to cover the iniatial cost for the first 3 months.

One of our successful clients, Tsega, is an ambitious and engaging individual who came to use through the Glasgow Social Services. She was a keen worker and wanted to continue her studies in ESOL and Healthcare. She came to us at a really difficult time in her life and after chatting with us, she was able to get housed in shared accommodation within a few days. She's now successfully completed the scheme and is studying her ESOL and also has a part time job in retail. Tsega is doing amazing work by engaging in our workshops and really taking in the skills necessary for adult life.
We hope that in the future, we are able to help more individuals with homelessness, with these simple tools.

Conclusion

The 2020 Annual review highlights the trends of an extraordinary year within homelessness services as they responded to the challenges of the COVID-19 pandemic. The sector was forced to respond to the scale of the 'Everyone In' initiative which looked to accommodate all people experiencing street homelessness, and had to adapt to the changing environment around them.

The despite the achievements of the sector throughout the year, the 2020 annual review shows that there continues to be a decline in the number of both accommodation projects and day centres, as well as an overall reduction in bedspaces.

The sector continues to face significant challenges, with 21% of people that are currently being accommodated ready to move on from services but unable to do so, and 48% having had to wait six months or longer. The findings show continued challenges such as LHA rates being a massive barrier to move on and the continued number of clients who have high needs and unfortunately are refused access because accommodation is not suitable and does not meet their needs. Without a dedicated and significant effort to tackle the root causes of homelessness – poverty, housing supply, and welfare reforms – the extent to which the sector can help people move out of homelessness will be limited.

Nevertheless the findings demonstrate that despite facing an array of structural challenges – including a distinct lack of affordable accommodation and lack of investment in critical support services – many accommodation providers are reporting that people are moving on positively from their services.

Whilst there is significant diversity in the various accommodation and support options covered by the term 'homelessness services', the findings of this study indicate that despite operating in a challenging climate with COVID-19, many accommodation providers and day centres in England provide a range of services to meet people's needs.

The findings highlight certain areas that warrant further exploration, such as the ongoing barriers for those needing to access mental health services, and the reasons, consequences, and possible solutions for the high rates of service refusals of those with multiple and complex needs. This year many services reported how COVID-19 created further delays and barriers in accessing mental health, drug and alcohol services.

The findings of the survey and case studies illustrate the diversity, enthusiasm, and valuable contribution of the voluntary sector in tackling homelessness and rough sleeping and underlines the importance of adequate recognition and funding to ensure that these services can continue to effectively support some of society's most vulnerable people. In addition to this, Homeless Link is working to identify, support and promote practice responses that will effectively end homelessness and reduce the numbers of people sleeping rough, for example by providing opportunities for people working in the homelessness and supported housing sectors to continually develop their knowledge, networks and skills.

The enormous efforts of the sector throughout 2020 to support people experiencing homelessness, and particularly those who are rough sleeping has created both opportunity and challenge for services. The ongoing impact of the pandemic to both people experiencing homelessness and the service providers is still unfolding with the capacity, resourcing, practice and composition of services likely to look very different in 12 months time.

We remain committed to understanding and evidencing the work within the sector as we continue to understand the impact of the COVID-19 pandemic and associated interventions on homelessness.

Appendix 1: methodology

The findings featured in this report are drawn from the following five key data sources:

1. **Telephone and online survey from 61 day centres (35% response rate)**

A combination of telephone and online surveys were conducted between October 2020 and December 2020. Of a total of 174 services, 79 (45%) day centres responded. There were 61 completed responses, with 77% meeting the inclusion criteria. Responses were excluded if were a) a duplicate b) incomplete (answering less than 25% of the survey).

2. **Telephone and online survey from 444 accommodation projects (41% response rate)**

A combination of telephone and online surveys were conducted between October 2020 and December 2020. Of a total of 1092 services, 586 (53%) accommodation projects responded. There were 444 completed responses, with 76% meeting the inclusion criteria. Responses were excluded if were a) a duplicate b) incomplete (answering less than 25% of the survey).

For both accommodation providers and day centres we achieved 95% confidence intervals of ±5% and stratified each project type by region and local authority. This in turn allowed us to generalise the findings to the wider sector. Like in previous years, this year we again revised and shortened the survey. It resulted in a marginal increase in the number of responses than was achieved in previous years.

3. **Existing data on homelessness trends**

The report includes analysis of existing data sources on statutory homelessness and rough sleeping figures as published by the Ministry of Housing, Communities and Local Government. The figures were analysed by means of Excel.

4. **Homeless England database**

This database is managed by Homeless Link and covers information on approximately 1092 services. Although the data is not live, it is updated regularly and is the only data base on the number of homelessness services in England. Data on the availability of services and bed spaces were extracted from the Homeless England database, allowing a comparative analysis with previous publications of the Annual Review.[43]

5. **Case studies**

Four case studies were compiled to further evidence the key topics addressed in the research and to provide in-depth examples of various types of provisions in England. The case studies were selected from among our members and are based on local information on good practice.

Sampling approach

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[43] All Homeless Link Annual Review reports are available at: https://www.homeless.org.uk/facts/our-research/annual-review-of-single-homelessness-support-in-england

The sample structure was a vital part of this survey. Homeless Link ensured that the profile of the projects interviewed closely represented the profile of the sector's projects (accommodation or day centre) as a whole.

For this survey, we achieved 95% confidence intervals of ±5% for the survey results from accommodation providers as a discrete group, and from the aggregated grouping of accommodation providers and day centres.

For accommodation providers and day centres combined, the available sample size of 1,092 projects required 284 interviews to be completed to achieve the confidence interval of ±5%. We achieved considerably higher with 61 day centres and 444 accommodation providers resulting in a overall sample of 505 respondents.

All of the regional targets were achieved for both accommodation providers and day centres. The majority of the regional targets were achieved with a margin of error +/- 10. East Midlands and West Midlands were achieved with a margin of error +/- 15.

Within each of the two project types, we stratified by region to ensure that no unexpected skews in the data of the type that may at times occur within a purely random but un-stratified selection. Using the original sample we calculated region quota targets which were set to ensure that the achieved samples from each project type reflected the actual distribution across of projects across England.

	ALL	Telephone	Online
Accommodation Providers	444	213	231
Day Centres	61	23	38
Total	505	236	269

Regions	AP + DC	Target at +/- 10%	Target at +/- 15%	Total AP	Total DC	Total	MoE (+/- %)
East	143	58	33	67	6	73	8.05
East Midlands	73	38	27	34	3	37	11.39
London	210	66	36	65	14	79	8.73
North East	49	33	23	26	3	29	11.75
North West	144	58	33	60	9	69	8.54
South East	157	60	34	58	11	69	8.86
South West	145	58	33	61	3	64	9.19
West Midlands	84	45	29	33	4	37	12.12
Yorkshire and Humber	87	46	29	40	8	48	9.53
Total	1092	462	277	444	61	505	3.2

What we do

Homeless Link is the national membership charity for services working directly with people experiencing homelessness, or living with housing with health, care and support needs. Representing over 700 organisations across England, we work to improve services through research, training and guidance, and to promote policy change that will ensure everyone has a place to call home and the support they need to keep it.

Let's end homelessness together

Homeless Link
Minories House, 2-5 Minories
London EC3N 1BJ

020 7840 4430

www.homeless.org.uk

Twitter: @Homelesslink
Facebook: www.facebook.com/homelesslink