

# CR Zero 2020 BNL policies

*CR Zero 2020*

*Together we will end chronic street homelessness in Croydon*

*Croydon co-ordinated 'By Name List' of chronic rough sleepers*

*Policies and procedures – 22/06/18*

## 1. Introduction

### Purpose

CR Zero 2020 sets out to end chronic rough sleeping in Croydon by 2020. The point at which the Croydon community will have ended chronic homelessness is when there are no chronically homeless people either sleeping on our streets or in temporary/insecure accommodation.

In order to end chronic rough sleeping in Croydon, we need accurate, timely information on who is sleeping rough in Croydon at any one time and of that group, who would be considered a chronic rough sleeper.

In implementing a co-ordinated 'By-Name List' (BNL) we will:

- understand the needs of chronic rough sleepers better;
- be able to develop new housing provision that can meet those needs more effectively than current supported housing in the borough; and
- be able to triage people on the list into new provision as it becomes available.

## 2. Geographic area and population

Croydon's BNL will cover the entirety of the London Borough of Croydon.

It is intended to include anyone sleeping rough in Croydon, regardless of his or her chronicity.

In particular we want to ensure that all chronic rough sleepers are on the list.

CR Zero 2020 has defined a chronic rough sleeper as someone who presents high levels of complexity including:

- sleeping rough for extended periods of time
- experiencing several cycles of repeated homelessness
- drug/alcohol issues/physical health issues/mental ill-health/learning disabilities

For the purposes of the BNL, those in temporary or insecure accommodation (i.e. do not have a tenancy agreement and appropriate support) may be considered as chronically homeless, if they have a history of rough sleeping and health needs as described above.

### **3. Inclusivity**

CR Zero 2020 and the BNL work is intended to serve all individuals sleeping rough in Croydon, regardless of race, colour, national origin, sexual orientation, gender identity, disability, age, sex, familial status, or marital status.

### **4. Management and oversight of the BNL**

The Rough Sleeping Task and Targeting Group have oversight and evaluate the BNL work. They monitor the progress of the BNL work at its regular scheduled meetings.

- The BNL Administrator (London Borough of Croydon) reports directly to the Rough Sleeping Task and Targeting Group on data regarding the operation of the BNL, including but not limited to, number of persons newly assessed, number of chronic rough sleepers and housing status.
- The Rough Sleeping Task and Targeting Group reports on the core data listed above to the CR Zero 2020 Steering Group on a bi-monthly basis.
- The Rough Sleeping Task and Targeting Group is to consult with participating partners for an annual evaluation on the quality and effectiveness of the BNL work.

### **5. Accessing the BNL**

All providers funded by the London Borough of Croydon are required to participate in the BNL work and serve as either Assessment Hubs or Assessment Partners. Other organisations are welcome to join; they can do so by contacting the BNL administrator, establishing what role they can play and signing the Partnership Agreement.

#### **5.1. Access Points**

We aim to have joined-up communication across Croydon regarding the BNL. This means that service providers and community partners are engaged throughout Croydon to become designated Access Points to the BNL – allowing rough sleepers to be directly engaged and linked to the BNL, wherever they may present requesting assistance.

The CR Zero 2020 Common Needs Assessment, however, will only be available through trained Assessment Partners and Assessment Hubs.

Access Points connect rough sleepers with an Assessment Hub to complete the assessment process by signposting the person sleeping rough to the appropriate Assessment Hub.

[A flier](#) is included that Access Points can use to publicise the By Name List work.

#### **5.2. Assessment Hubs**

Rough sleepers can contact an Assessment Hub directly to be connected to the BNL. Assessment Hubs are responsible for providing common assessments for rough sleepers newly presenting as

rough sleeping. They are responsible for updating the Master List on the LB Croydon's Single Homeless Service database (SHS) (or in the case of Faith Groups, sending assessments to Croydon Reach for data entry).

The following agencies are Assessment Hubs in Croydon:

Croydon Single Homelessness Service

Crisis Skylight

Croydon Reach

St Mildred's

Greenlight (medical van)

South Norwood Community Kitchen

### **5.3. Assessment Partners**

Assessment Partners are responsible for completing Common Assessments for their clients and entering them on the Master List within SHS, but are not expected to assess non-clients. Rough sleepers who are already being served by agencies that are Assessment Partners can access the BNL directly through their provider.

The following agencies are Assessment Partners in Croydon:

Evolve Housing + Support

### **5.4. Emergency Shelters**

Emergency Shelter providers are encouraged to serve as Assessment Partners in the BNL project. Each agency will be responsible for providing access to the BNL by conducting assessments with shelter guests and sending the data to Croydon Reach for data entry.

Participating Emergency Shelter partners:

Kingdom Heritage all weather shelter

### **5.6 BNL Process**

Information coming soon

### **5.7 GDPR, consent and privacy, and data sharing**

All participating agencies will be required to sign the [BNL Partnership Agreement](#) and [BNL Data Sharing Agreement](#) and staff are expected to adhere to the following privacy protocols:

- Participant informed consent will be obtained in order to process, store and share information for the purposes of developing new service provision and triaging people into those services.
- Informed consent will be obtained through the completion of the [BNL consent form](#).
- Participants are free to decide what information they provide for the BNL.
- Providers are prohibited from denying assessment or services to a participant if they refuse to provide certain pieces of information.
- Records containing personal or sensitive information must be kept secure and confidential.
- Once common assessments have been entered onto the SHS system (or in the case of faith providers, once the forms have been scanned and sent to Croydon Reach) they must be destroyed.

## 5.8 Common Needs Assessment

The Croydon community have agreed a [common needs assessment](#) that will be used to collect information that will go on the BNL. This assessment is the minimum amount of data needed to inform the development of services for Chronic Rough Sleepers and to triage them into those Services.

Through the assessment, the needs of rough sleepers are scored – the higher the score, the higher the complexity of needs. To be considered a chronic rough sleeper, a minimum score of 3 needs to be achieved.

This needs assessment will be carried out with rough sleepers in Croydon from end of June 2018 and then every 6 months, thereafter.

## 5.9 Keeping the BNL up-to-date

All Assessment Partners and Hubs working with rough sleepers will update the BNL with 'last contact' and update the Housing Status, after each contact.

Faith based groups will send e-mails to Croydon Reach with this information, who will update the BNL.