**Summary of Needs Assessment for Rough Sleeper accommodation, as at April 2020.**

Each district has completed a Needs Assessment for each piece of accommodation being used to house rough sleepers, during the Covid-19 crisis, in April 2020. Some **23** locations had a completed needs assessment.

This note summarizes what was provided by districts, with a sliding scale of how well each unit of accommodation “measures up” (in a not very scientific way). There is a table at the end showing, from the needs assessment, how the questions tended to get answered and therefore how I pulled out some particular areas to share learning from.

**Some thoughts, and good things to note…**

**Guidance provided on social distancing**

* On social distancing - everyone had provided guidance including:
  + Written guidance
  + Phone welfare checks
  + Guidance, posters, leaflets & advice
  + Letter from the district council
  + Red Cross guidance
  + Social distancing message reinforced when food delivered
  + Staff support

**Ability to self-isolate**

* All said that people can self-isolate in all the accommodation being used. Yet some have shared bathrooms. I am thinking that you mean you can still self-isolate provided there is a rota for use and thorough cleaning is undertaken? Plus of course there is the consideration that you can’t just magic up a bathroom so better to share and clean thoroughly than not be able to use that accommodation at all!

**Facilities to self-isolate if needed**

* Everyone said there were facilities to self-isolate, including some of the following measures:
  + Have facilities to isolate if infected
  + Self-contained accommodation with en-suite bathroom and food deliveries to doorstep
  + Separate annex
  + Client lives alone in the accommodation
  + Able to self-isolate and special arrangements in place if develop symptoms
  + Have isolation facilities
  + Hotel has been zoned so 'shielded' are accommodated separately to others. An area has been reserved for anyone who becomes symptomatic.
  + Have 2 en-suite rooms and 1 nightly paid house

**Refuse collection, building cleaning and room cleaning**

* Cleaning does not appear to be an issue: all have refuse services provided, and 15 of the 23 locations had refuse, building and room cleaning provided. The ones only managing silver or bronze status had some “do it yourself” cleaning needed to buildings and rooms, which is not necessarily a bad thing but I felt it was probably more reliable to have a paid service coming in to do it, than to rely on residents feeling well enough / remembering.

**Meals provided Free Of Charge (FOC)**

* Most accommodation (18) has meals provided free of charge. One said meals were “available” from a third party so I gave that silver. Four did not have meals provided but had some cooking facilities which I put in the bronze category, just because it’s a three point scale so there’s got to be one level of service which represents bronze (sorry!).

**Primary care**

* No-one provided primary care on-site. This is understandable.
* 14 said it’s available off-site.
* 9 of the locations said primary care could be organised on request or there was some other measure which demonstrated some additional good practice. This included:
  + Primary care can be provided on site, on request. Otherwise, is accessible off site
  + GP has made contact over the phone. Rough sleepers are still local to their support services.
  + GP has made contact over the phone and prescriptions have been sent to the local pharmacy.
* *Note: Joe Keegan and I are planning a promotional “push” to try to get everyone NOT registered with a GP to get registered, which should stand them in good stead for the longer term future. We will need help form the CCG and from agencies going in to support our rough sleepers, to encourage this s much as possible.*

**Mental health**

* No-one provided mental health support on site. In 4 locations MH support is available on request. 19 locations said MH support is available off-site.

**Drug & Alcohol**

* Only Peterborough provided drug and alcohol services are provided on site (in 3 locations). 19 said drug and alcohol services were available off-site. 10 said D&A was available on site on request and there were some other mentions of local arrangements as follows:
  + No D&A services on site, but accessible off site. Support over the phone with their key worker. Prescriptions have been sent to the local pharmacy.
  + No D&A services on site, but accessible off site. No issues known – one person on methadone and has full support from probation & St Giles’ Trust

**Pharmacy services**

* Pharmacy services: we asked about the availability of on-site dispensing, supervised consumption and needle exchange. 13 locations provided none of the above. 10 provided 1 of the 3, as follows:
  + Needle exchange on site on request: 7 locations (all Cambridge and Peterborough)
  + East Cambs has a prescription delivery service.
  + In Fenland at 2 locations the pharmacy is a few meters from the B&B and prescriptions have been changed to this address.

**Neighbourhood and disturbances / concerns**

* All bar 3 locations were in a residential setting (Travelodge Peterborough, Queensgate Peterborough and Ferry Project Wisbech).
* There were no neighbourhood concerns in 15 locations; 8 had had concerns but they had been dealt with. None had undealt with concerns.

**Security or contact for support**

* Some 13 of the locations had 24/7 security, and 10 had 27/7 contact (some had both).

**Overall**

This is an amazing set of services which have been set up very quickly and with care for residents’ needs and the need to control and reduce transmission of this virus.

All districts should be commended on how much they have put in place and how quickly, with their local partners and communities.

By sharing this note the aim is to help all districts compare the services they offer in the covid-related accommodation; and see if other areas can provide examples of where things can be done differently.

***After thought***

*I’d like to run this again for other accommodation, not used for rough sleepers, but where people are grouped together and districts (and perhaps housing providers) may want to think through the ability to isolate, how to get testing done, etc.*

*My plan is to use the cut-down version of the original questions, and add a couple more, but keep it simple and ask if districts would be willing / able to complete them for me so again I can draw together some good practice and different ways to approach the challenges we all face.*

*Sue Beecroft, 18/5/2020*

**How the questions tended to get answered, and how I rated / compared the answers**

| Question | Gold ✯✯✯ | Silver ✯✯ | Bronze ✯ |
| --- | --- | --- | --- |
| Able to self-isolate? | Yes can self-isolate  All bathrooms are separate | Yes can self-isolate Some bathrooms separate | Yes can self-isolate No bathrooms are separate |
| Count | 19 | 1 | 3 |
| Guidance provided on social distancing and facilities to self-isolate if needed | Guidance provided  Have facilities to isolate |  |  |
| Count | 23 |  |  |
| Refuse collection, building cleaning, room cleaning | All 3 provided | One of the 3 not provided or DIY | More than 1 of the 3 not provided or DIY |
| Count | 15 | 6 | 2 |
| Meals provided FOC? | Yes | Mixed reply | No |
| Count | 18 | 1 | 4 |
| Primary care | Provided on site | On request on site or other contact provided to primary care | Only available off site |
| Count | 0 | 9 | 14 |
| Mental health | Provided on site | On request on site or other contact provided to primary care | Only available off site |
| Count | 0 | 4 | 19 |
| Drug & Alcohol | Provided on site | On request on site or other contact provided to primary care | Only available off site |
| Count | 3 | 10 | 10 |
| Pharmacy services | If provide one of the 3 services on site i.e. dispensing, supervised consumption, needle exchange. Or "other" |  | None of the 3 provided on site |
| Count | 10 |  | 13 |
| Neighbourhood and disturbances / concerns | No concerns | Concerns dealt with | Concerns undealt with |
| Count | 15 | 8 | 0 |
| security or contact for support | 24/7 security | 24/7 contact | Neither security nor contact provided 24/7 |
| Count | 13 | 10 | 0 |