

Appendix 2 - Day in the life of the Homeless Team (June 2023)

At 9.30am a male was brought in to the Connects Office by the Police heavily under the influence (UTI). This followed removal from his home address which he shares with his on/off partner. They seemingly have a very difficult relationship (domestic violence against each other routinely) and the couple are generating significant demand for Police with repeat disturbances at home. This is not the first time the individual has been brought in or tried to access homeless services following removal from his home by Police. He was too intoxicated for us to assess him and was advised to go away and sober up and come back for further help later in the day. (NOTE – By end of day no further contact with male but was potential to come through via the out of hours service).

Morning progressed with a one hours' notice hospital discharge for a homeless individual who FCC had placed in a hotel earlier in the week. Having secured a hotel, he was then admitted to hospital a few days later following a significant mental health episode and major incident of self-harm. Hospital says his medical issues have been addressed, he is fit for discharge from hospital and his mental health can be managed within the community and "he just needs accommodation". He is accommodated in a hotel again, however due to his behaviour causing alarm and distress to other guests and staff the original hotel would not have him back. No friends or family were willing to accommodate him due to his behaviours and vulnerabilities (priority need – mental health).

There have been two cases come through as 'homeless on the day' after the residents have been asked to leave by family, but staff managed to settle things down for the weekend. However, with cases like these things could flare up again soon. In this case they would then be "at risk" of rough sleeping triggering a priority need and may require homeless accommodation.

Throughout the day there have been seven presentations from private rented tenants who have been issued notice in the last few weeks. Landlords know that the timeframes for notices changed from Wednesday 31st May 2023 and are now 6-month notice periods so there's been a flurry of PRS notices in recent weeks. Seven presentations in a day is one of the highest counts the team have experienced. The team have assessed the validity of the notices and a couple are invalid, allowing more time to work with the families. Invalid notices will need to be re-issued with 6-months offered. The other notices are valid 2-month notices and will be followed up as Landlords intend to sell. This scenario offers no opportunity to prevent homelessness by keeping the residents where they are.

Between 4pm and 5pm there were two further presentations for homelessness and both required accommodation. Staff have explored all options to negotiate with family and friends to find alternatives to avoid placements within hotels but were unsuccessful.

- One was a female who was rough sleeping having spent a week in a tent in a friend's garden following relationship breakdown. Female not known to homeless service but known to other local services who have verified the situation and supported her to access Homeless Team (Rough sleeper - priority need triggered).
- One was a care leaver who had moved in with extended family, but relationship has now broken down and asked to leave. We had been offering mediation and support

for several weeks to avoid placement in hotel, but for the last week the young person has been sofa surfing. Whilst staying on "friends" sofa he has been assaulted. He has exhausted all his friends and family options so must be accommodated in hotel. (Care leaver - priority need triggered).