

Assessment Hub Planning Application Report

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1. Introduction

1.1. Hub Background

As part of the Government's commitment to ending rough sleeping by the end of the current Parliament, the Department for Levelling Up, Housing and Communities (DLUHC) made a three-year funding allocation under the Rough Sleeping Initiative available to Local Authorities for 2022 to 2025.

Through a process of co-production, officers worked with DLUHC Advisers to identify gaps in service provision for Rough Sleepers in Wandsworth and develop proposals for investment in new services to bridge these gaps.

Rough sleepers often have complex mental and physical health needs as well as a housing need. Wandsworth has never had any provision that rough sleepers can be placed in at short notice. They are therefore placed in expensive temporary accommodation far from the borough and without access to locally provided support services. Efforts to bring people off the streets are significantly hampered by this lack of provision. Through co-production work with DLUHC and researching what works well in boroughs that deliver the best outcomes for rough sleepers, the need for a local co-ordinated offer bringing together the range of specialist services providing support and health need assessments alongside the housing assessment and pathway planning has been identified as a primary gap in provision. A local Hub with the facility for the co-location of key services with some short stay assessment accommodation was proposed to meet this gap and was strongly supported by DLUHC who have allocated grant funding for the initiative.

1.2. Hub Location

The proposed building meets several of the criteria the Council was looking for when considering possible options for the Assessment Hub. In terms of location, similarly to other projects we have visited, the building is on a busy main road as opposed to a quieter residential street, meaning maximum visibility and limited impact on residents. The beds available at the Hub will reduce the need to place into temporary accommodation, which can be isolating and put individuals at risk of not being able to receive the level of support they need, and having key specialist and support services on site will encourage connection and engagement with services.

Furthermore, people who are experiencing rough sleeping often depend on local support systems and will therefore not accept accommodation offers that will displace them. The proximity of the building to Clapham Junction, the borough's busiest rough sleeping hotspot, is also a positive as it maximises the likelihood of offers of accommodation being accepted, consequently increasing the chances of the Council and partner agencies ending rough sleeping in Wandsworth. The Hub will also provide support and access to beds to verified rough sleepers in Richmond. The proximity of the building to Clapham Junction Station is also advantageous. The Council will use grant funding to ensure all service users in Richmond are able to access the Hub via public transport.

Finally, the building itself is ideal for this kind of service. It consists of two buildings which have been knocked through, which lends itself well to the flow of a building used by residents and staff. There is already a reception room with security partition and the floors can be easily adapted into bedrooms

and office spaces. From a more practical perspective, the building is part owned/ part leased by the Council.

2. Management Strategy

2.1. Hub Management and Security

The Council will have a set of standard operating procedures to support the efficient and effective management of the Assessment Hub, including an Admissions Policy for new residents (Appendix 4). During weekdays the Hub will be staffed by specialist rough sleeper workers from 07:30 to 19:30, and at all other times (evenings, nights and weekends) the Hub will be staffed by a minimum of two suitably trained members of staff, with management on call at all times.

The Hub rules and expectations document that new residents will have to agree to and sign before being offered a bedroom at the Hub will clearly set out a zero-tolerance approach to illegal drug use on site. Smoking and alcohol consumption will not be allowed in communal areas. This will be enforced by Hub staff on site 24/7. Where these rules are not followed, the Hub Manager and Deputy Manager will follow the Hub Eviction Termination Procedure (Appendix 5). Having visited other similar schemes in London, a successful approach taken which we will look to implement at the Hub involves exclusion orders (e.g. for a certain period of hours) on residents not adhering to rules before permanent eviction orders are issued.

Residents will require 24/7 Hub staff to allow access into the building. Once inside, the Council's plans include residents and staff requiring key cards to navigate throughout the building. By programming the cards, Hub staff can control which parts of the building residents can access, such as their own bedrooms and communal areas. With a set of stairs in each half of the building, residents will be able to use one to access their rooms and communal areas and staff the other to access office space on the third floor. This will help to manage the flow of the building and the co-location of professional services whilst limiting the disturbance to residents.

The Council considers the rear yard to be the biggest risk area to the Hub. The intention is to physically secure the area and CCTV will be installed, which will be monitored 24/7 by Hub staff. As with any resident activity in the immediate area surrounding the Hub, the 24/7 staff will ensure the Hub rules and expectations, specifically around noise and anti-social behaviour, are adhered to by residents and the Hub Manager/ Deputy Manager will use exclusion and enforcement orders where necessary. On duty Hub staff will have specific responsibilities to uphold the safety and wellbeing of staff and residents at the hub and local residents and business owners. These will include daily room checks, regular floor inspections and 'walk arounds' in the immediate area surrounding the Hub. The Metropolitan Police have been consulted in respect to the operation of the Hub and the Safer Neighbourhood Team will make their presence known by visiting the Hub during the initial pilot phase.

To ensure the local community are involved in the development and management of the Hub, there will be a 24/7 'Hotline' for local residents and business owners to use to report any issues or concerns. Furthermore, the Council will establish a 'Local Residents' Forum' where the local community will be informed of project updates and expected timescales prior to opening the Hub to service users, whilst also serving as a platform for local residents to ask questions and raise concerns during the lifetime of the project.

2.2. New Bookings and Appointments

On the ground floor of the Hub there will be four semi-private booths and a private clinical/ interview room where clients can be seen. These will be used on an appointment basis by a range of partner agencies that support rough sleepers co-located at the Hub. Time slots will be kept vacant for the Housing duty team where on the day presentations can be booked in for a same day appointment after being triaged by the reception duty team. There will also be an office available on the first floor where service users residing at the Hub can meet privately with Hub staff or co-located partner agencies.

Although the Hub will be staffed 24/7, new admissions into the 9 available rooms will normally take place during daytime office hours following an assessment of housing and support needs and risk assessment by the Housing duty team. New residents will be required to sign a range of documents covering engagement requirements, Hub rules and expectations and disclosure agreements for partner agencies to share information and work collectively to support the individuals.

The Hub's focus will be to achieve rapid throughput via successful long term rehousing. When the Hub is full, the Housing duty team may explore alternative short term housing options off the street such as temporary accommodation.

During periods of severe weather (e.g. when temperatures drop below zero), the Severe Weather Emergency Protocol can be activated by the Mayor's Office and Councils across the country have a statutory duty to provide safe and warm spaces at night for people who are experiencing rough sleeping. It is common for people who have experienced rough sleeping, especially over a long period of time, to have physical health needs which can put them at serious risk of harm during periods of cold weather and in some cases this can lead to fatalities if people are not protected. The Hub may be used in this regard to protect a limited number of rough sleepers from serious danger and the depredations/ impact of extreme cold weather.

2.3. Length of Stay and Support for Residents

The principle behind the Hub is based on a short stay assessment model, replicating the approach taken by similar schemes in London, with a target of 28 days stay before move-on. However, the anticipated stay will vary between residents depending on two main factors: firstly, the complexity of a service user's support needs, where more time may be required to facilitate engagement with various support agencies; and secondly, the rehousing pathway identified for the service user, which may depend on units in various schemes becoming vacant/ properties sourced in the private rented sector.

Each resident at the service will have an allocated Housing officer responsible for exploring suitable move on options and a partner agency support worker responsible for welfare and linking in with other services such as mental health and drug and alcohol teams. Hub staff will take a person-centred approach which will place the service user at the centre of decisions around engagement and rehousing.

The Hub staff will be responsible for ensuring residents adhere to the rules and expectations at the Hub 24/7 and the Hub Manager and Deputy Manager will be responsible for issuing temporary exclusions and evictions.

The Council is working with partner agencies and the voluntary sector to explore food options for residents at the Hub. The kitchen would be able to seat approximately 6 people at any one time and the communal space will also offer residents the opportunity to relax outside of their rooms until the room is closed to residents late at night.

2.4. Room Layout and Use

On the Hub floor plans, there is one bedroom (out of a total of nine) highlighted for female only use. This ratio of 1:9 bedrooms for female only use is based on CHAIN data from April 2020 which indicates that 122 out of 765 verified rough sleepers in Wandsworth and 34 out of 267 verified rough sleepers in Richmond were female (16% and 13% respectively). Due to its location in the building and the ability to provide specific access to one resident, the female only room gives Hub staff the ability to provide private, safe and secure accommodation to service users who are particularly vulnerable e.g. fleeing domestic abuse. The other rooms in the Hub could be used to provide accommodation to other female clients if necessary and appropriate. This mirrors the design of other similar Hubs in London which have mixed floors. At all times, the Hub Manager and Deputy Manager will follow the Hub Admissions Policy to ensure the safety of residents and staff is upheld at all times.

Four of the bedrooms highlighted in the current floor plans are small by comparison to the other five bedrooms. By adjusting the wall position between bedroom 6 and 7, the room size of bedroom 7 will be more suitable once the proposed construction works are completed. Consequently, eight bedrooms would meet the floor space standards for HMOs and all are considered reasonable hostel rooms for the purposes of Housing Benefit where access, privacy, natural and electrical light and ventilation must all be considered alongside floor space in reaching a decision regarding suitability. Each room has its own door; residents will have sole secure access; each room has its own window and will be equipped with suitable lighting.

The Hub does not include wheelchair accessible bedrooms for residents, however, wheelchair dependent rough sleepers are rare, and would presumably qualify for statutory provision assistance.

2.5. Partner Agencies

The Hub presents local services in Richmond and Wandsworth that support rough sleepers with an excellent opportunity for partnership working, achieving continuous engagement and successful outcomes for service users. Presently, these services are based in different locations throughout both Richmond and Wandsworth, creating barriers to both collaborative working and service user engagement. Key partner agencies have made commitments to co-locate staff at the Hub during office hours Monday-Friday. Following a period of partner agency consultation, the Council estimates that a maximum of 16 staff will be located at the Hub at any one time. The following teams have been included in co-location plans at the Hub:

- Rough Sleeper Assessment Team (Council)
- Tenancy Sustainment Team (Council)
- Local Lettings Team (Council)
- Temporary Accommodation Liaison (Council)
- Social Services Rough Sleeper Senior Practitioner (Council)
- SPEAR Outreach and Recover Team
- SPEAR Housing First Team

- SPEAR Homeless Healthlink Team
- The Homeless Pathway Team within the Richmond and Wandsworth Drug and Alcohol Service (St Mungo's)
- Rough Sleeping and Mental Health Programme (RAMHP) Team (NHS Trust)
- St George's Homeless Inclusion Team (NHS Trust) – including GP sessions
- Employment Support Service (MTVH)
- South-West Immigration Advice Service (SIAS)
- Nighttime Support Team/ Concierge

The following organisations amongst others will also be approached to provide drop in/ surgeries for service users:

- Citizens Advice
- JobCentre Plus
- The Vineyard
- Ace of Clubs
- Glassdoor

2.6. Overall Aims

The Council's aspiration is that the Hub is not only used to reduce rough sleeping in Richmond and Wandsworth but also behaviours sometimes associated with rough sleepers such as shoplifting, ASB and burglary in the wider community. Although weight is often unfairly attributed to rough sleepers for such criminal activity, it is in some cases, nonetheless, a consequence of underlying behaviours linked with people in poverty and substance misuse/ mental health issues. This is perhaps an oversimplification of the systemic issues surrounding rough sleeping, but the Hub aims to provide service users with essentials such as food, clothes and transport as well as on site access to support services, which will ultimately seek to reduce the need for those experiencing rough sleeping to engage in criminal activity.

Another aim of the Hub is to redesign the way that partner organisations work in tandem to support this cohort; ensuring outreach and support is delivered in a more co-ordinated, targeted, and innovative way. By co-locating a range of different services under one roof and inviting voluntary sector organisations to join this collaborative approach, the Council is optimistic that this will directly lead to more successful outcomes for people who experience rough sleeping in both boroughs.

3. Statement of Community Involvement

3.1. Public Consultation

On Wednesday 6th December, the Council held a three-hour public consultation event at the Battersea Arts Centre where local residents were invited to discuss the proposed planning application for change of use of 201-203 Lavender Hill, to be used as a short stay assessment hub for rough sleepers.

Some senior representatives from the Council's Housing Department (Assistant Director for Housing, Head of Housing Services and Rough Sleeper Co-ordinator) and the Cabinet Member for Housing were in attendance and situated at four separate tables to answer questions relating to the proposed

Rough Sleeper Hub. The public event presented local residents in attendance the opportunity to ask questions and raise concerns about the proposal, planning application and day to day running of the Hub.

Officers from the Council's Rough Sleeper Team were present at each table to record what questions were asked, the frequency in which questions were asked and the general comments from residents/ reaction to information provided.

Letters were sent out to 500 residents and business owners in the locality surrounding the Hub. Approximately 100 people attended the event.

A4 copies of Frequently Asked Questions and answers were also available on each of the four desks at the event.

3.2. Questions and Responses

The most frequently asked question at the public consultation event related to why the initial planning application was light on detail. Residents in general believed that the supporting information for the planning application was insufficient. Some residents felt assured that additional information would be submitted prior to the Planning Application Committee date.

The second most frequently asked questions related to how the Hub itself and the area immediately surrounding the Hub/ rear garden would be managed. There was a general concern that rough sleepers accessing the Hub would loiter in the area around the building and this would lead to anti-social behaviour, posing a particular risk to children accessing the nursery. Some residents were reassured that security would be present at nights and weekends and that staff from multiple partner agencies would be based at the Hub during the daytime Monday to Friday. Others felt assured by plans to install additional CCTV within the Hub and in the immediate area surrounding the Hub, including the rear garden, which would be monitored 24/7 by Hub staff. Attendees were also advised that there would be a 24/7 'hotline' for local residents and business owners to use to report any issues or concerns.

Local residents were in general disappointed in the lack of communication from the Council regarding the planning application and proposed Hub project. Questions around why there had been a lack of public consultation prior to this event, and whether the Council agreed that this process had been badly managed thus far were frequent.

Other concerns raised at the event by local residents related to the level of risk posed by rough sleepers accessing short stay accommodation at the Hub. Residents generally considered that clients who present with mental health and substance misuse issues would be too high risk. Some residents felt assured by the Council's initial plans for an appointment only Admissions Policy, which would involve thorough risk assessments and a requirement of all new admissions to sign rules and expectations agreements. Other residents were not aware that the accommodation beds at the Hub would only be suitable for clients who would be able to manage in shared living environments (sharing toilets, showers, kitchen and community space). This would not include clients who present with very high and complex support needs which sometimes manifest in chaotic/ challenging behaviour, as this could potentially jeopardise the equilibrium at the Hub and the safety of staff and other residents.

Residents were also concerned that if high risk individuals were accommodated at the Hub, they would present a danger to children accessing the nursery next door. Questions on risk mitigation were common at the event. Local residents were advised that the Council had taken precautions as

part of the planning process to ensure the Hub would have little to no impact on staff, parents and children at the nursery. The rear nursery garden can be seen from the Hub rear garden and south facing windows in the Hub building. Local residents were informed that the Hub rear garden will be a 'dead zone' where a gate will prevent access, staff and residents alike will not be allowed to use the space, CCTV will be installed to monitor this area and the south facing windows with a view of the nursery garden will be frosted. The Hub will be staffed 24/7 and day-time staff would take over from the night-time staff and be on site prior to the nursery opening and after it closes (from 07:30 to 19:30) ensuring staff are on site when parents drop off and pick up their children from the nursery. Part of their role will be to ensure there is no loitering outside the building.

Finally, local residents were advised that there is no reason to suggest that people who find themselves street homeless, and in particular the rough sleepers who would be offered accommodation at the Hub, pose any threat to children between the ages of 0-5. Although these risk mitigation plans gave some reassurance to some local residents, the general feeling remained that the Council should consider alternative buildings for this purpose that were not next to a nursery.

In addition to the main concerns raised above, some other questions which can be found in Appendix 3 were asked at the event, including responses.

3.3. Local Residents Forum

One action that resulted from the public consultation event on 6th December was for the Council to establish a 'Local Residents' Forum' for the Assessment Hub, which would begin prior to the Hub opening to service users and then at regular intervals. This would serve as a platform to inform the local community of developments and timescales for delivery, as well as for residents to ask questions and raise concerns.

3.4. FAQs

Another action agreed at the public consultation event on 6th December 2023 was for the Council to send out final versions of the FAQ document shared at the event to more local residents than the initial 500 invited to the event by letter. The Council took all questions and concerns presented at the consultation event into consideration and subsequently updated the FAQs document, posting leaflets to 1,600 local residents and businesses in February 2024.

See FAQs leaflet in Appendix 2.

3.5. Summary

Overall, local residents who attended the event were not supportive of the proposal submitted in the planning application to open a new Hub for rough sleepers. Many of the questions asked at the event can be categorised as relating to the application process and lack of communication/ pre-consultation with residents. There was a general feeling of anger towards the Council for not having consulted with local residents sooner.

A lot of questions asked at the event focussed on the risk that people accommodated at the Hub would pose to local residents and, in particular, children who access the nursery next door.

A minority of local residents were in attendance to support the proposal. Agreeing with the Council that this service is needed in the local area due to a lack of local accommodation options or support

for rough sleepers currently.

4. Planning Statement

4.1. Waste and Recycling Management (LP2)

Space requirements for refuse storage

2 x 1,100 litre euro style bins located in rear passageway accessed from Mysore Road adjacent to No.02 Mysore Road.

Space requirements for recycling storage.

1 x 1,280 litre euro style bin located in rear passageway accessed from Mysore Road adjacent to No.02 Mysore Road.

4.2. Sustainability (LP10)

LP10 Responding to the Climate Crisis / Sustainable Construction and Design

The Council has made a commitment to be carbon neutral by 2030 and in February 2021 produced a decarbonisation strategy to help diminish the 5,000 tCO₂ annually produced by operational buildings in Wandsworth. This Strategy includes the identification and prioritisation of emission reduction projects across the operational building sites with the highest consumption.

Work to deliver this Decarbonisation Strategy has been undertaken including the completion of energy audits and an evaluation of works required.

Buildings will have to be made more efficient through wall and roof insulation, energy efficient fittings such as LED lighting and the installation of renewables.

At 201-203 Lavender Hill Existing loft insulation will be removed and 350mm depth of new MMMF insulation will be installed fully across all of the roof spaces.

4.3. Cycling Storage (LP51)

The London Plan Table 10.2 - Minimum cycle parking standards

Securing the provision of appropriate levels of cycle parking which should be fit for purpose, secure and well-located.

Provision has been made to accommodate 16no. secure cycle parking bays in the Basement within the Proposals.

4.4. Specialist Housing (LP31)

LP31 Specialist Housing for Vulnerable People

Proposals for the development of specialist and supported housing at 201-203 Lavender Hill have been explained and the need demonstrated within this report.

4.5. Fire Safety Strategy (LP27/D12)

LP27 Housing Standards

D12 London Plan Fire Safety

There is some minor internal remodelling and the fire safety proposal is shown in the proposed plans.

The proposed works are considered to be a minor development.

The property will have a 30 minute fire protected escape route with FD30 fire doors.

SMOKE DETECTION AND ALARM SYSTEM

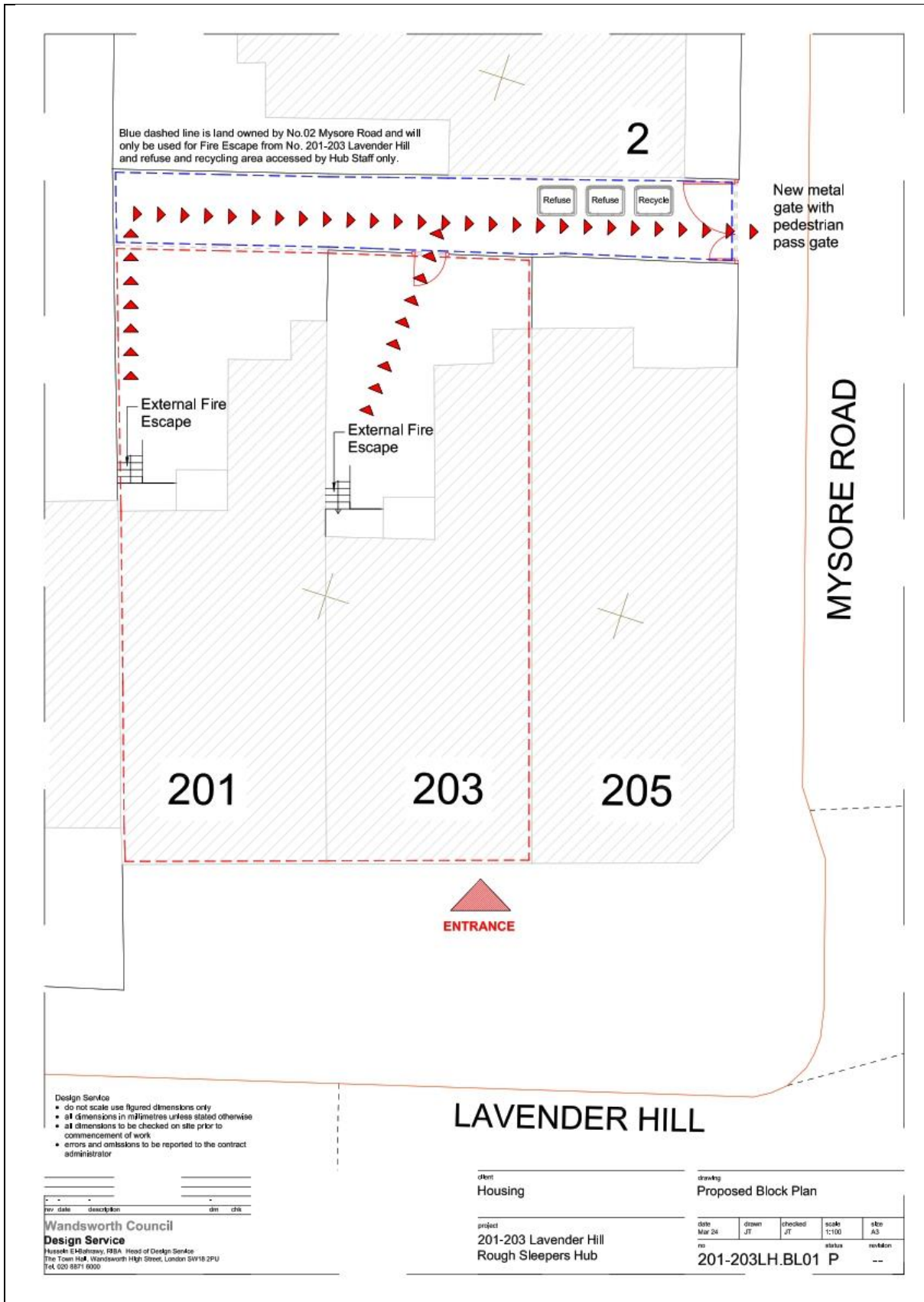
A BS5839 Grade A LD2 Fire Alarm System is to be provided. The fire alarm system would require a main fire alarm control panel to monitor and control the devices on the system which is installed to the requirements of BS5839 part 1. The positioning of the devices on the system within the building should include alarm devices in all circulation spaces that form part of escape routes and rooms or areas that present a high fire risk.

All communal rooms and circulation spaces that form the escape routes will be fitted with smoke detectors.

All kitchens and bedrooms will be fitted with heat detectors.

Full fire statement included as Appendix 6

Appendix 1: Floor Plans





client
Housing

project
201-203 Lavender Hill
Rough Sleepers Hub

drawing
Site Location Plan

date
Mar 24

drawn
JT

checked
JT

scale
1:1250

size
A4

Wandsworth Council
Design Service

Russell El-Hachem, RIBA, Head of Design Service
The Town Hall, Wandsworth High Street, London SW18 2PU
Tel. 020 8671 6000

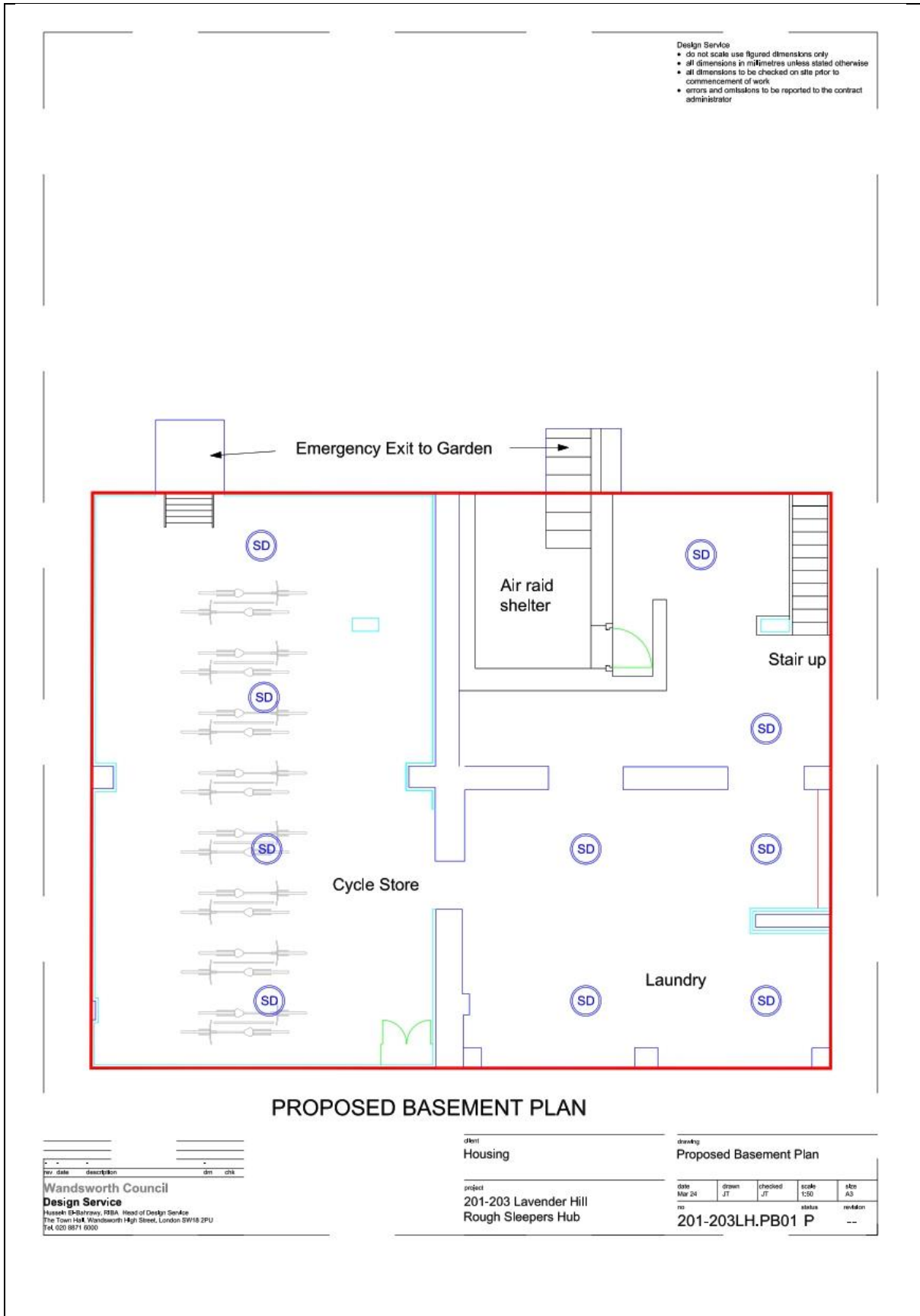
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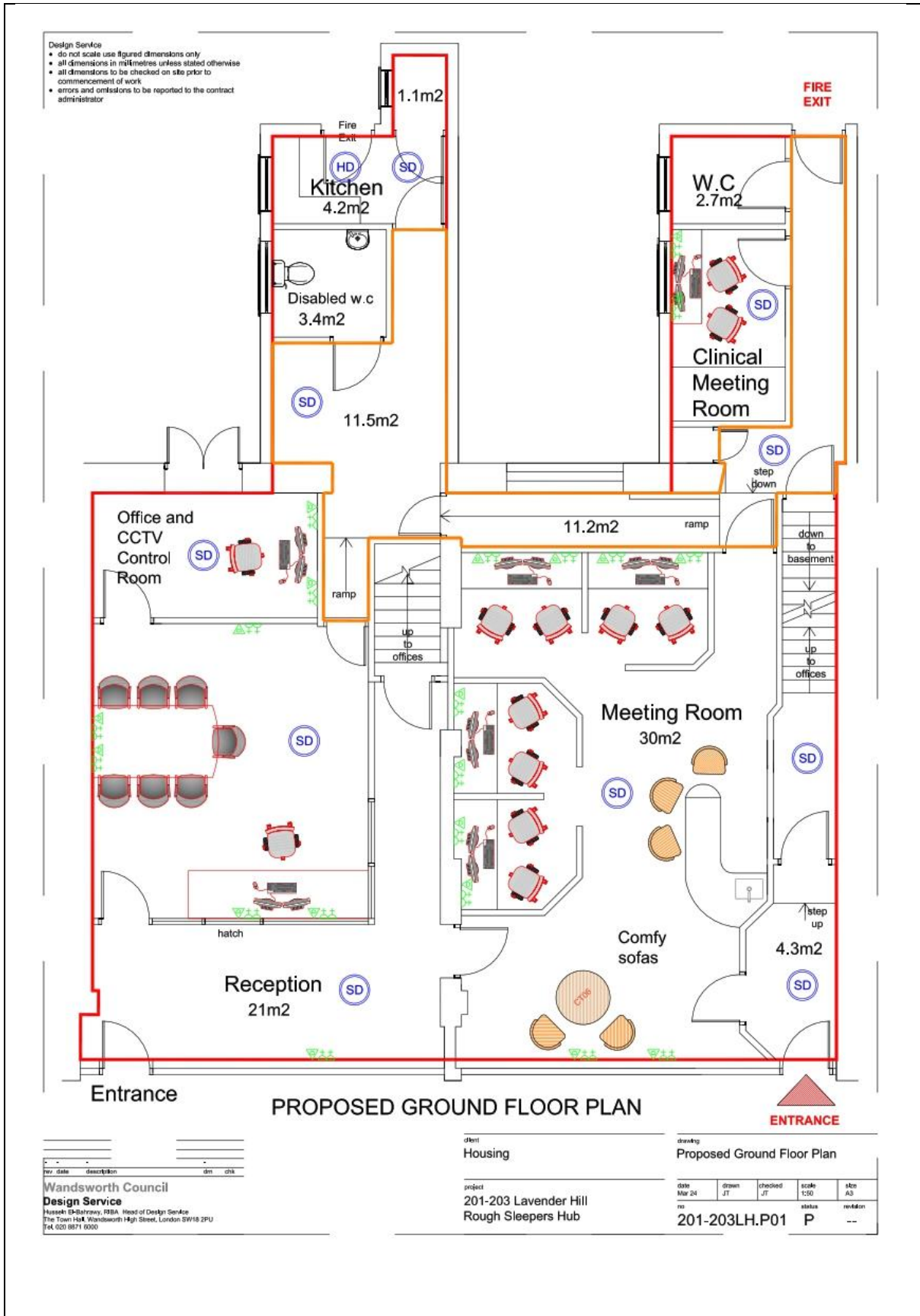


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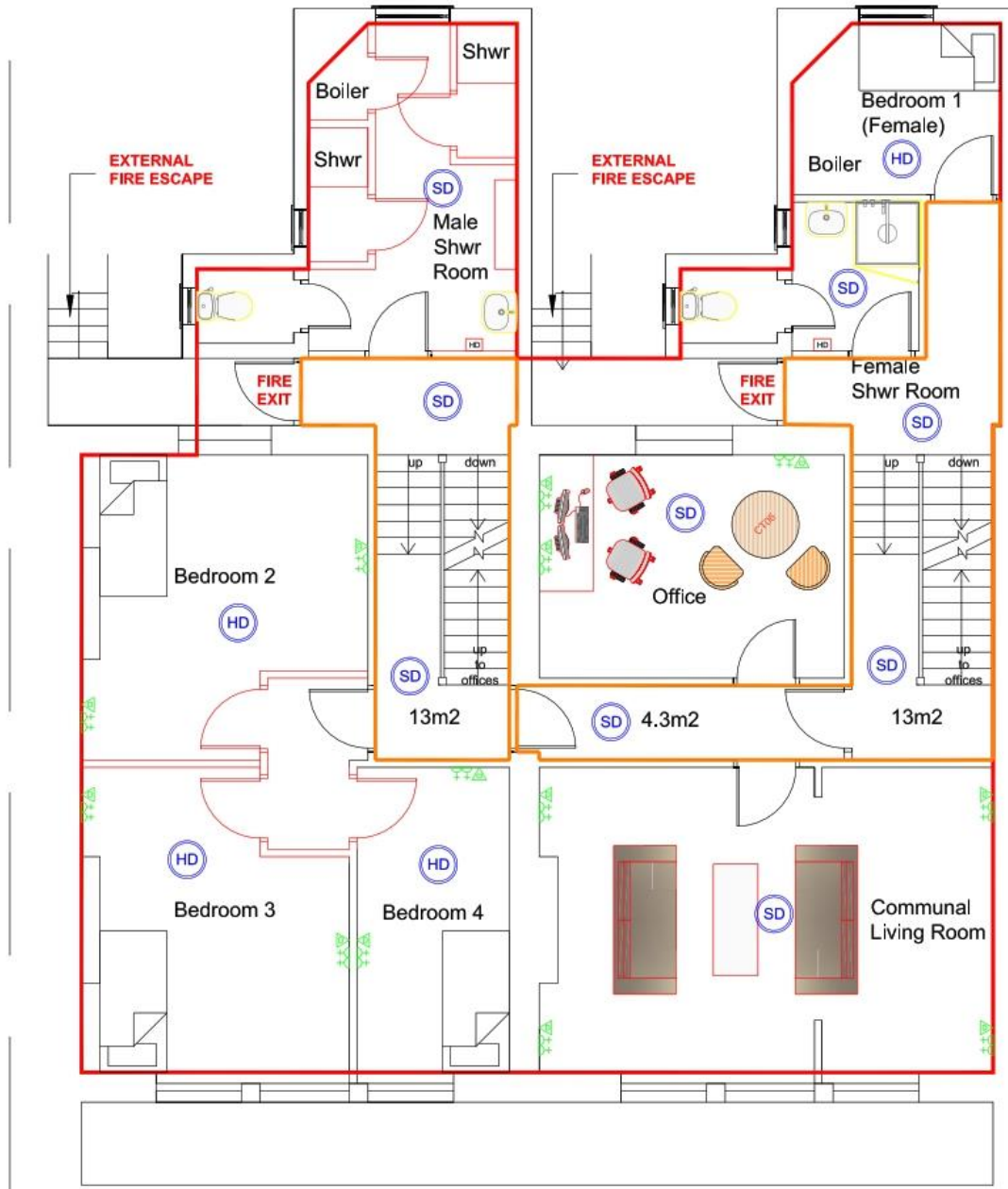
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- Design Service**
- do not scale use figured dimensions only
 - all dimensions in millimetres unless stated otherwise
 - all dimensions to be checked on site prior to commencement of work
 - errors and omissions to be reported to the contract administrator



PROPOSED FIRST FLOOR PLAN

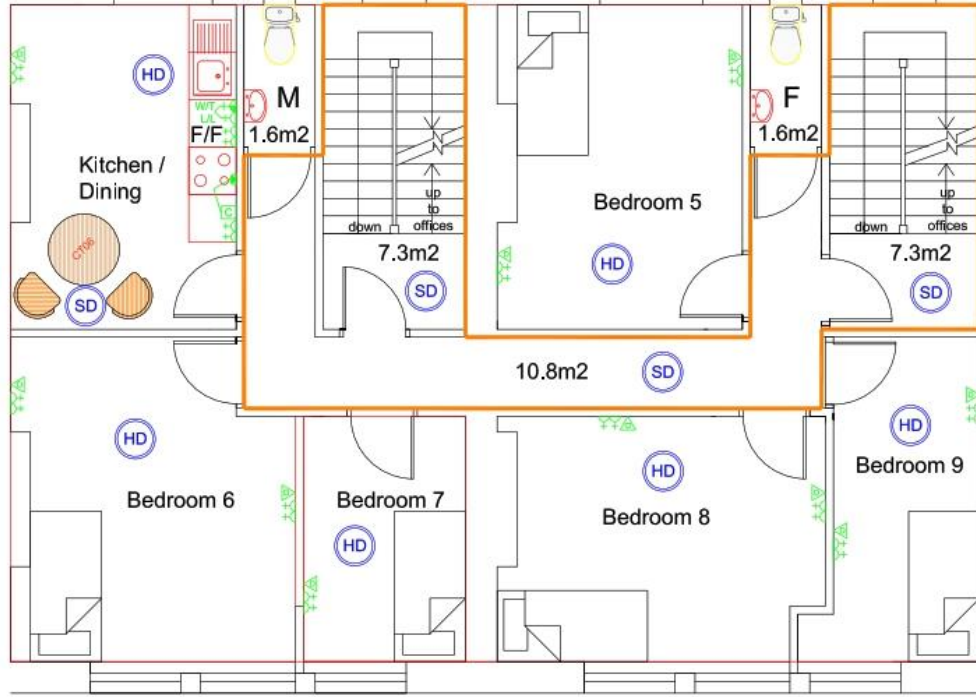
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| Wandsworth Council Design Service Hazelal El-Bachrawi, BSc, Head of Design Service The Town Hall, Wandsworth High Street, London SW18 2PU Tel: 020 8871 8000 | | | | |

client
Housing

project
**201-203 Lavender Hill
 Rough Sleepers Hub**

| drawing | | Proposed First Floor Plan | | | |
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PROPOSED SECOND FLOOR PLAN

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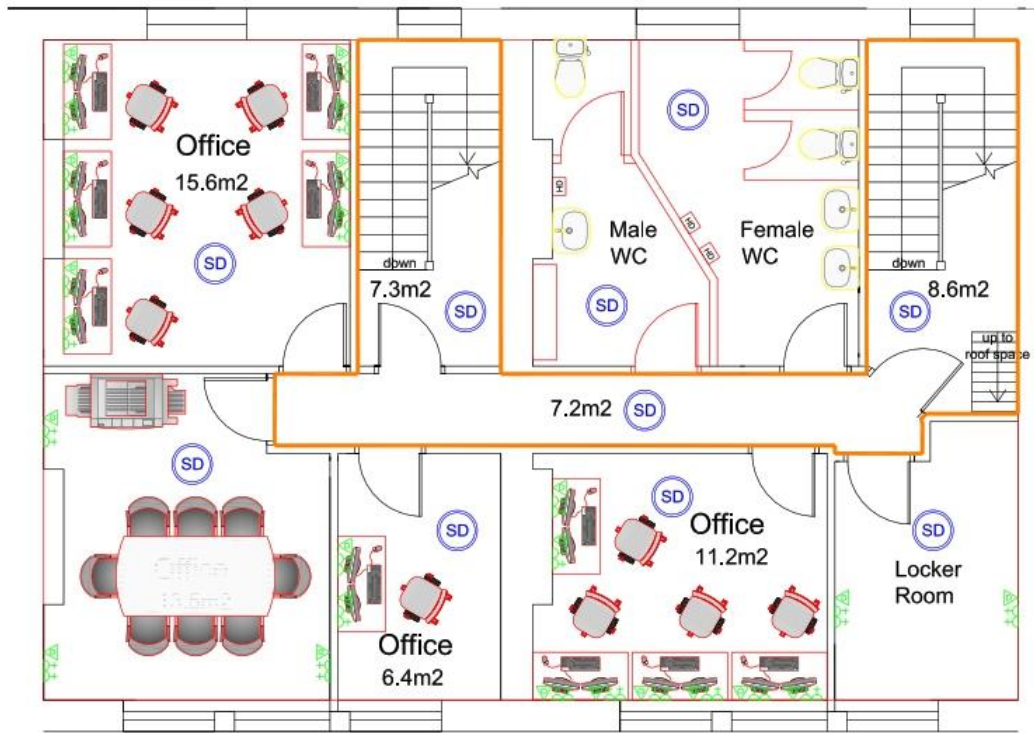
Wandsworth Council
Design Service
 Hussain EB-Sahrawy, RIBA Head of Design Service
 The Town Hall Wandsworth High Street, London SW18 2PU
 Tel. 020 8871 6000

client
Housing

project
 201-203 Lavender Hill
 Rough Sleepers Hub

| drawing | | Proposed Second Floor Plan | | | |
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- Design Service**
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 - all dimensions to be checked on site prior to commencement of work
 - errors and omissions to be reported to the contract administrator



PROPOSED THIRD FLOOR PLAN

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 The Town Hall, Wandsworth High Street, London SW18 2PU
 Tel: 020 8871 6000

client
Housing

project
 201-203 Lavender Hill
 Rough Sleepers Hub

| drawing | | Proposed Third Floor Plan | | | |
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Appendix 2: FAQs



Rough Sleeper Hub
Lavender Hill

Frequently asked questions

A more **compassionate** borough



We would like to thank everyone that attended our drop-in session regarding the proposed roughsleepers hub at 201-203 Lavender Hill. The session was incredibly helpful to hear feedback from the community.

We want to provide reassurance to the community and have prepared a short document to answer some of your frequently asked questions. We hope that you find this useful.

If you have any further questions, please contact m.shearon-weller@richmondandwandsworth.gov.uk

Q Why is the council planning to open a Rough Sleeper Assessment Hub in Wandsworth?

A There is currently no provision across the borough to bring rough sleepers off the streets. Rough sleepers in Wandsworth are currently placed in expensive temporary accommodation far from the borough and without access to locally provided support services. Efforts to bring people off the streets are significantly hampered by this lack of provision.

A 2021 report by Shelter showed that 1 in 54 residents in Wandsworth presented as homeless and so this is a much-needed service to address this pressing issue.

Through working with the Government's Department of Levelling Up Homes and Communities (DLUHC) and researching what works well in other boroughs that deliver the best outcomes for rough sleepers, we have identified that there is an urgent need for an offer that brings together the range of specialist services providing support, assessments, and advice. A local Hub with the facility for the co-location of key services with some short stay assessment accommodation was proposed to meet this gap and was strongly supported by the Government, who have allocated funding for this building.

Q Why has the council chosen this building/ location?

A 201-203 Lavender Hill was previously occupied by the council's Leaving Care Service and has been empty since October 2022. In terms of location, similarly to projects we have visited that work well in other boroughs, the building is on a busy main road as opposed to a quieter residential street, reducing the impact on residents.

This site is also only one minute away from one of London's few remaining

24/7 police stations with an open front desk, providing an added level of public security. The beds available at the Hub would reduce the need to place service users into temporary accommodation, which can be isolating and put individuals at risk of not being able to receive the level of support they need. In addition, having key specialist and support services on site will encourage connection and engagement with services.

People who are experiencing rough sleeping often depend on local support systems and therefore offers of accommodation that may be in far away or unknown areas may not be accepted or are unlikely to be occupied, risking a return to rough sleeping.

The proximity of the building to Clapham Junction, the borough's busiest rough sleeping hotspot, is also a positive as it maximises the likelihood of offers of accommodation being accepted, consequently increasing the chances of the council and partner agencies reducing rough sleeping in Wandsworth.

The building consists of two properties which have been knocked through, and the layout of rooms lends itself well to a mix of short stay bedrooms and office space necessary for an assessment hub. The building has a secure reception area which was in place for the previous occupier and access to areas within the building would be controlled by staff on site and CCTV.

Q How will the Hub be managed/staffed?

A The council will have a set of standard operating procedures to support the efficient and effective management of the Assessment Hub, including an admissions policy for new residents.

During weekdays the Hub would be staffed by specialist rough sleeper workers from 07:30 to 19:30 Monday to Friday, and at all other times (i.e. evenings, nights and weekends) the Hub would be staffed by a minimum of two suitably trained members of staff, with management on-call at all times.

There would also be a 24/7 'hotline' for local residents and business owners to use to report any issues or concerns.

The Hub 'rules and expectations' document that new residents would have to agree to and sign before being offered a bedroom at the Hub would clearly set out a zero-tolerance approach to drug use on site. This would be enforced by Hub staff on site 24/7. Where these rules are not followed, the Hub Manager and Deputy Manager will follow the Hub Eviction Termination Procedure. Having visited other similar schemes elsewhere in London, a successful approach taken which we will look to implement at the Hub involves exclusion orders (e.g. for a certain period of hours) on residents not adhering to rules before permanent eviction orders are issued.

Q How will the immediate area surrounding the Hub be managed, namely the wide concrete path in front of the Hub and rear garden alleyway entrance?

A CCTV monitoring would be in place with cameras inside and positioned around the exterior of the Hub. The cameras would be monitored 24/7 by the Hub duty team. This team would also be responsible for ensuring there is no loitering outside the Hub and noise is kept to a minimum to ensure residents are not disturbed, especially late at night.

On duty staff will complete an incident logbook and report any incidents to the Hub Manager and Deputy Manager. The Hub rules document that residents must sign also covers behaviour in the immediate area surrounding the Hub, the Hub Manager and Deputy Manager would follow the Hub's eviction procedure where these rules are not followed by issuing exclusion and eviction orders where necessary.

Q Will the council be accommodating 'high risk' individuals at the Hub?

A No. The Hub requires residents to share communal space, kitchen and bathroom facilities. The council and its partner agencies have a strong understanding of the risk factors that need to be considered when providing shared accommodation to service users, either on a long term or short term basis.

Therefore, any service users who would be at risk of having a detrimental impact on the balance of the community, safety, or security of staff and other residents at the Hub would not be considered for Hub based accommodation. In these instances, the council will continue to offer either no accommodation or alternative self-contained temporary accommodation in the same way it currently does.

Q How will the Hub be used during the day-time?

A The Hub is not a day centre for people experiencing rough sleeping, service users would be invited to attend services on an appointment basis only.

The co-located partner agencies would offer appointments to service users where they would be seen either in the ground floor meeting booths or the ground floor clinical room for health interventions or private appointments.

The 1st floor communal space may also be used to provide workshops such as tenancy training to residents. Appointments would be only arranged during office hours. The only access to the building outside office hours would be the short stay residents and this will be managed by staff who would be on-site 24/7.

Q How can I report any issues to the Hub staff/ management?

A There will be a 24/7 hotline number that would be provided to local residents and business owners. The Hub duty team can be contacted on this number to raise any issues, worries or concerns at any time day or night.

Q How many rough sleepers will be provided with bedroom accommodation at any one time?

A There would be 9 rooms in the Hub. In some instances, it may be necessary and appropriate to provide accommodation at the Hub to couples who are rough sleeping, meaning that occasionally there may be 10 or 11 people accommodated if one or two couples happen to be at the Hub at any one time.

Q How will residents be booked into rooms at the Hub? Will this be by appointment or at night?

A Service users would be booked in on an appointment basis by the Housing team. Bookings would be arranged during the day.

Although the Hub would be staffed 24/7, new admissions into the 9 available rooms would normally take place during daytime office hours following an assessment of housing and support needs and risk assessment by the Housing duty team.

New residents would be required to sign a range of agreements covering engagement requirements, Hub rules and expectations and disclosure agreements for partner agencies to share information and work collectively to support the individuals.

The Hub's focus will be to achieve rapid turnover via successful long term rehousings. When the Hub is full, the Housing duty team can explore alternative short term housing options off the street such as temporary accommodation.

During periods of severe weather (e.g. when temperatures drop below zero), the Severe Weather Emergency Protocol will be activated and councils across the country have a statutory duty to provide safe and warm spaces at night for people who are experiencing rough sleeping.

It is common for people who have experienced rough sleeping, especially over a long period of time, to have physical health needs which can put them at serious risk of harm during periods of cold weather and in some cases this can lead to fatalities if people are not protected. The Hub may be used in this regard to protect a limited number of rough sleepers from serious danger and the from the impact of extreme cold weather.

Q What is the expected length of stay for service users accommodated at the Hub?

A The principle behind the Hub is based on a short stay assessment model, replicating the approach taken by similar schemes in London, with a target of 28 days stay before move-on.

However, the anticipated stay would vary between residents depending on two main factors: firstly, the complexity of a service user's support needs, where more time may be required to facilitate engagement with various support agencies; and secondly, the rehousing pathway identified for the service user, which may depend on units in various schemes becoming vacant/ properties sourced in the private rented sector.

Q How will the Hub residents be supported whilst they are at the Hub?

A Each resident at the service will have an allocated Housing officer responsible for exploring suitable move on options and a SPEAR worker responsible for welfare and linking in with partner agencies co-located at the Hub such as mental health and drug and alcohol teams. Hub staff will take a person-centred approach which would place the service user at the centre of decisions around engagement and rehousing.

The council is working with partner agencies and the voluntary sector to explore food options for residents at the Hub. Hub residents would also have access to a kitchen and communal space where they can spend time outside of their rooms although these facilities would be closed to residents late at night.

Q Is it likely the Hub will lead to an increase in crime locally?

A No. One of the overall aims of the Hub is to reduce not only rough sleeping in Wandsworth but also behaviours sometimes associated with rough sleepers such as shoplifting, ASB and burglary. Although weight is often unfairly attributed to rough sleepers for such criminal activity, it is in some cases, a consequence of underlying behaviours linked with people in poverty and substance misuse/ mental health issues.

This is perhaps an oversimplification of the issues surrounding rough sleeping, but the Hub aims to provide services which will seek to reduce the need for those experiencing rough sleeping to engage in criminal activity by supplying food, clothes and transport costs as well as taking a person-centred approach to engagement that focuses on outcomes.

Q What safeguarding measures is the council taking with regards to the nursery next door?

A The nursery garden is overlooked by windows at the back of the Hub building as well as from the rear patio and alleyway. The windows at the back of the building would be fitted with frosted glass coverings at eye level, to ensure the nursery garden cannot be seen from the Hub building. The alleyway and patio area at the rear of the Hub would act as a 'dead zone', with a gate and 24/7 supervised CCTV being installed to manage this.

The Hub staff would be on site 24/7 and would be tasked with ensuring that both residents and service users attending appointments do not congregate outside of the building. This is also made clear in agreements residents sign before being offered short stay bedroom accommodation at the Hub. Bedrooms will not be offered to 'high risk' individuals with complex support needs and the council expects there to be minimal disruption to the local community. Eviction notices would be served if these agreements are not adhered to by residents.

For service users accessing partner agency support at the Hub during the day, this would be conducted at 203 Lavender Hill, with the entrance being at the opposite side of the building to the nursery. These visits would be managed by appointment only, ensuring that there is limit to the number of people attending the Hub for an appointment at any one time.

Q How will local residents and business owners be able to communicate with the council about the development and running of the Hub moving forward?

A At the public consultation event on 6th December 2023, the council made a commitment to set up a 'Local Resident's Forum' for the Hub, if the planning application is successful.

This will present local residents and business owners with the opportunity to have their voices heard and for staff responsible for the running of the Hub to directly respond to any concerns that may arise throughout the project's lifespan. Contact details for the Hub Manager and a 24/7 'hotline' would also serve as a way for the community to communicate with Hub staff outside of the Forum.

Appendix 3: Record of questions and responses at Consultation event on 6th December 2023

| Questions asked | Frequency asked | Comments |
|--|-----------------|--|
| Why is the planning application light on detail? | 28 | Residents stated that the lack of information on the plans submitted to the online planning application portal was unfair and needed to be more detailed. Many felt the information in the initial planning application was not up to the correct standard. Residents asked whether further information would be uploaded to planning application - advised that more documents and information were to be uploaded to the planning application. |
| How will the Hub be managed/ staffed? | 27 | Many questions around the kind of security measures that will be put in place. Reassured that there will be security on site at night and weekends and staff from multiple different services based at hub Monday to Friday during the day. Some residents reassured it will be a short stay assessment model rather than a long-term accommodation hostel. |
| How will the immediate area surrounding the Hub be managed, namely the wide concrete path in front of the Hub and rear garden alleyway entrance? | 27 | This included questions around managing loitering and the risk to children. Residents stated that anti-social behaviour was already frequent in outdoor areas (specifically a nearby community garden nearby and the area behind our building). Worries about rough sleepers hanging around at night. Some residents reassured when informed of presence of security, CCTV and support staff and that it will not be a walk-in service at night. |
| Why has there been a lack of consultation so far/ do you think that this process has been badly managed? | 21 | Residents felt that the Council had not been transparent with them/provided enough information, as a way to 'sneak' or 'bulldoze' the plan through. They were also unhappy with the letters sent to them by the council as there wasn't a direct contact to report concerns/ ask questions to. Some people upset that they weren't informed directly of plans. They felt residents should have been informed by letter when planning requested. They wanted greater impact on planning. |

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| Will the Council be accommodating 'high risk' individuals at the Hub? | 19 | This was of huge concern to most residents. Clients the Council would consider to have low/medium support needs were still deemed as 'high risk' to local residents. The general consensus seemed to be that anyone with addiction issues or MH issues would be too high risk to reside in the property. |
| What is the plan to mitigate risk to children at nursery from rough sleepers? | 18 | Concerns that rough sleepers pose a risk to children at the nursery. Many did not understand why the Council would choose a building for this purpose next to a nursery. Some residents seemed a little more reassured by plans to mitigate risk, such as 24/7 staff, 'dead zone' around the back of the building where you can see into the nursery and frosted windows where can see into nursery garden. |
| Why has the Council chosen this building/ location? | 13 | Concern about why it had to be in Clapham Junction, wanted to know why other locations hadn't been considered. General understanding that council owns one of the buildings/central location close to rough sleeping hotspots. Some residents were supportive of the concept but didn't want it in their area as the area is residential and quiet. Concerns that rough sleepers from around London will be arriving to make use of the service. Some residents reassured by explanation of local connection and other boroughs services. |
| How many rough sleepers will be provided with bedroom accommodation at any one time? | 13 | Concerns that there are not enough bedrooms and there will therefore be overspill. Concerns around accessibility for disabled clients. Reassured that the hub will not be the only provision available in the borough and there is other accommodation such as Council sourced temporary accommodation available |
| How will residents be booked into rooms at the Hub? Will this be by appointment or at night? | 10 | Residents were particularly interested in the assessment process and the move on options. They were not aware that assessments and rehousing had been successfully carried out over the past few years since the start of the pandemic. Concerns about rough sleepers hanging around at night waiting to be let in. Reassured that it is appointment only and staff will be on site 24/7 to ask people to move on if loitering. |
| Is it likely the Hub will lead to an increase in crime locally? | 10 | Residents were of the opinion that crime in the area was already being caused by the existing rough sleeper population on Clapham Junction and expressed that they felt that we were encouraging further crime into the area. Concerns about rough sleepers hanging around at night, increase in sexual harassment. |

| | | |
|---|----|--|
| | | Mostly reassured by measures to be put in place at the Hub to mitigate this, but some still felt this will increase crime in the area and make women scared to walk past alone |
| Do you have the power to evict residents? | 10 | Residents given some assurances around license agreement bookings and ability of Hub Manager to evict residents not complying with Hub rules and expectations. |
| Will this go to a committee? | 10 | Local residents asked whether the planning application would go to committee for a decision - assured it would. |
| What is the expected length of stay for service users accommodated at the Hub? | 9 | Most residents that attended had heard that the hub was going to be a long term hostel option for rough sleepers. Some residents felt assured that it was short stay assessment accommodation to facilitate move on. There were concerns that 28 day target would not be long enough and people would end up staying there a lot longer. Feeling that complex needs of some clients would mean we couldn't move them on. |
| Why is the Council planning to open a Rough Sleeper Assessment Hub in Wandsworth? | 8 | Most residents were unaware of the support provided during COVID, or the funding that had been provided to end rough sleeping. A majority of residents felt that opening a service for rough sleepers would encourage them to continue doing so, rather than solving it. (e.g. gathering this cohort all together would encourage antisocial behaviour, drug taking etc). |
| How will the Hub residents be supported whilst they are at the Hub? | 6 | Questions about services being provided, which organisations involved etc. Overall approval of multiple services supporting rough sleepers being co-located at the Hub |
| Why did you only send invites to 500 addresses for this drop-in sessions? | 6 | People who lived further away from the Hub were upset that they didn't receive a letter too. |
| How will the Hub be used during the day-time? | 5 | Residents seemed satisfied by the planned appointment based approach rather than the Hub functioning as an open drop in centre. |
| How can I report any issues to the Hub staff/ management? | 5 | Concerns that reports will not be actioned straight away. Residents given some assurances around 24/7 hotline and manager contact information/ local resident forums to be set up. |

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| Can the community get involved? | 5 | Some residents asked whether they could get involved to support the Hub and residents in any way. Potentially through employment at local businesses. |
| What is the police involvement, have they been consulted? | 3 | Lots of residents that expressed their lack of faith in the Police. Two separate residents (women) reported being harassed by men in the area (unclear if they were rough sleepers), and that nothing had been done about it. The hub being near a Police station was not a reassurance to many. For some residents, by saying it is close to a police station was confirmation that the hub is going to be very high risk. Concerns that police have not been involved. Residents have spoken to police who say they are not aware of plans. Some residents reassured that police are being consulted. |

Appendix 4: Admissions Policy (DRAFT)

RICHMOND & WANDSWORTH COUNCIL: HOUSING POLICY & PROCEDURES

Rough Sleeper Assessment Hub – Admissions Policy

This procedure sets out how Assessment Hub staff book new service users into bedrooms at the Assessment Hub for short stay accommodation.

CONTENTS:

| | |
|---|---|
| ▶ | Introduction |
| ▶ | Target client group |
| ▶ | Arranging an Assessment |
| ▶ | Offering Off the Street Accommodation |
| ▶ | Hub Accommodation Booking |
| ▶ | Letter/Forms |

1.0 Introduction

- 1.1 The Rough Sleeper Assessment Hub is a building in the Clapham Junction area which aims to:
- provide short stay accommodation to a maximum of 9 people at a time who have recently experienced or are currently rough sleeping; and
 - Allow for the co-location of Council and partner agency staff supporting rough sleepers – offering both office and assessment/ interview booth provision.
- 1.2 To ensure the efficient and effective management of the Hub, appropriately trained staff will be on site 24/7, with a minimum of double cover at any one time, including evenings, nights and weekends.
- 1.3 This procedure sets out measures Hub staff will take to when admitting new residents into one of the bedrooms.

2.0 Target client group

- 2.1 The Hub's short stay accommodation provision is targeted at people who are currently rough sleeping or have recently experienced rough sleeping and are at risk of being street homeless again.
- 2.2 CHAIN is a Greater London Authority (GLA) funded database which stores information on people who have been verified bedded down by outreach services. In normal circumstances, someone will need to be on CHAIN to access the services and accommodation at the Hub.
- 2.3 The first interaction a person who has started rough sleeping will usually have with support services is on an outreach shift. In Richmond and Wandsworth, the Council commissions SPEAR to conduct this work. SPEAR plan the nighttime outreach shifts based on referrals which have come through via Streetlink, another database system where members of the public can provide information about rough sleepers (location, appearance etc) or people experiencing rough sleeping can self-refer.

3.0 Arranging an Assessment

- 3.1 All clients accessing services and/ or accommodation at the Hub will be assisted under the most recent homelessness legislation via the Council's Rough Sleeper Assessment Team, initially via an appointment.
- 3.2 There are 3 main ways someone can be offered an assessment appointment with the Rough Sleeper Assessment Team at the Hub:
- **Outreach team on shift** - If someone is verified rough sleeping by the outreach service at night, an appointment can be offered the next day at the Hub with the Rough Sleeper Assessment Team.
 - **Partner agency referral** – If someone is on CHAIN and is being supported by a partner agency, an appointment can be booked directly with the Rough Sleeper Assessment Team.
 - **On the day presentation to the Hub** – someone who is rough sleeping may also present directly to the Hub during office hours and will be triaged by the daytime Hub Reception Staff. If that person is on CHAIN (has already been verified rough sleeping), they can be offered one of the 'homeless on the day' appointment slots with the Rough Sleeper Assessment Team.

4.0 Assessment

- 4.1 The Rough Sleeper Assessment Team will be on duty Monday to Friday, offering bookable and 'homeless on the day' appointment slots for the SPEAR team or other partner agencies to request.
- 4.2 As per the Homelessness Reduction Act 2017, an initial assessment will be conducted to ascertain whether a person is eligible for housing assistance under the Act. If a person is eligible by way of their immigration status and is homeless or at risk of homelessness within 56 days, the Council owes a duty to make reasonable steps to end or prevent a person's homelessness.
- 4.3 The Rough Sleeper Assessment Team officer who conducts the initial assessment will remain as the allocated caseworker for the client until the homelessness duty is ended, normally by successfully arranging suitable long-term accommodation. The existing Rough Sleeper Pathway offers a wide range of accommodation options which will be matched to each client, based on their individual housing needs, support needs and personal circumstances. This assessment will also allow for clients to be linked up with appropriate support agencies co-located at the Hub.

5.0 Offering off the street accommodation

- 5.1 Following an assessment by the Council's Rough Sleeper Team a decision will be made on whether or not to provide emergency accommodation, either at the Hub or in alternative temporary accommodation.

Hub Accommodation

- 5.2 If, following an initial assessment, someone is eligible by way of their immigration status and rough sleeping or at risk of rough sleeping, the RST officer can consider the applicant for Hub accommodation if there is a vacant room.
- 5.3 Although the Council does not have a statutory duty to provide emergency accommodation to applicants if they are not considered vulnerable as per homeless legislation, the Hub accommodation can be offered, regardless of the applicant's believed priority need.
- 5.4 Before offering a vacant room at the Hub to an applicant, the RST officer, in conjunction with other outreach and relevant support agencies co-located at the pub, will complete a thorough risk assessment covering:
- Previous criminal history/ convictions
 - Mental Health
 - Physical Health

- Drug and/ or alcohol dependencies
- Risk of violence to self or others
- Risks relating to partners or other family members

5.5 If there are any concerns regarding the above categories of risk and how they might impact the safety and security of staff and residents at the Hub, the Council will not consider the applicant suitable for accommodation at the Hub. Residents will be sharing facilities such as bathrooms/ showers, kitchen and community space. Not all service users are suitable for such environments, even on a temporary basis.

5.6 Before commencing the Assessment Hub Accommodation booking process, the case must be presented to the Hub Duty Manager. Only once a Manager is satisfied that the necessary information and risks have been considered can a booking take place.

Temporary accommodation

5.7 In instances where the Council has a duty to provide emergency accommodation, but Hub accommodation is not considered suitable or there are no vacant rooms, the Council will consider alternative temporary accommodation options.

5.8 The Rough Sleeper Temporary Accommodation Officer will liaise with Hub staff and temporary accommodation providers to find emergency accommodation that is suitable to the client's housing and support needs.

6.0 Assessment Hub Accommodation Booking

6.1 If, following an initial assessment with the Rough Sleeper Assessment Team and approval by the Duty Manager, the decision is to book a client in to a vacant room at the Hub, the booking in checklist must be completed by the Hub Duty Staff (SPEAR) before the client can go to their room.

Booking in Checklist:

- 6.2
1. SPEAR will go through the **Client's Responsibilities Document** with the new resident, ensuring that the client understands the rules and expectations associated with staying at the Hub. When necessary, a language line will be used with the client. The client will then need to sign and date the document.
 2. The client will be advised of the **Eviction Termination Procedure**, detailing what measure (including exclusion and eviction proceedings) the Hub Staff will take when rules and expectations are not adhered to inside and in the area surrounding the Hub.
 3. The client will be provided with documentation relating to the services on offer at the Hub and building information such as: meal times (if available), laundry, cleaning, fire alarms, disposal of waste, room check schedule and complaints process.
 4. Client will be provided with a License Agreement which will need to be signed by the client and Hub Staff. All residents will be required to pay a service charge whilst staying at the Hub. The weekly service charge amount and information on how this is paid will be included in the License Agreement.
 5. A **Safety and Wellbeing** checklist will be completed, including a Personal Emergency Evacuation Plan, tailored to the client's individual circumstances.
 6. Housing Benefit consent forms will be completed and referred to the Council's Income Maximisation Team for an appointment at the Hub within the first week of their stay to make a Universal Credit claim to cover the rent element of their stay. Clients will be advised of the necessary documentation required to make a successful claim and will be assisted during their stay to provide the necessary documentation such as ID and proof of income.

7. Clients will be asked to sign a **Consent to Share Information Form** which will allow partner agencies to work collectively to support the resident and share information with one another.
8. A follow up appointment with Rough Sleeper Assessment Officer will be arranged for within the first 3 day's stay at the Hub where a Personalised Housing Plan (PHP) will be completed with the client to identify steps both the client and the Council officer must take to end the applicant's homelessness. The target is for clients to be provided with long term accommodation within 28 days, however a client's stay may be shorter or longer depending on the client's support needs and what suitable accommodation within the Rough Sleeping Pathway is available.
9. The client's picture is taken and saved onto the staff database.
10. The client will be provided with their room key card.
11. The client will then be shown to their room.



| Letters: | Forms: | Other Information: |
|----------|--|--|
| N/A | Risk Assessment Form | Eviction Termination Procedure |
| | Client's Responsibilities Document (to follow) | |
| | Consent to Share Information Form (to follow) | |
| | Safety and Wellbeing Checklist (to follow) | |
| | Booking in Checklist (to follow) | |

| Published by (author): | Other Contact: | Date Published: | Procedure Comment: (link to previous procedure) |
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Appendix 5: Eviction Termination Procedure (DRAFT)

RICHMOND & WANDSWORTH COUNCIL: HOUSING POLICY & PROCEDURES

Rough Sleeper Assessment Hub – Eviction Termination Procedure

This procedure sets out how staff based at the Rough Sleeper Assessment Hub can manage the safety and wellbeing of staff, residents and the wider community through warnings, exclusions and evictions where necessary.

CONTENTS:

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| ➤ | Introduction |
| ➤ | Client Responsibilities |
| ➤ | Step 1: Warning |
| ➤ | Step 2: Exclusion |
| ➤ | Step 3: Eviction |
| ➤ | Alternative Accommodation |

1.0 Introduction

1.1 The Rough Sleeper Assessment Hub is designed to provide short stay accommodation for up to 9 people who have experienced rough sleeping for approximately 28 days. This is to allow time for support agencies co-located at the Hub to work with clients where appropriate and for suitable long term accommodation to be sourced.

1.1 There are 9 individual bedrooms at the Hub, a communal kitchen, a communal living area and separate toilets and showers for male and female residents.

1.2 As residents are required to share facilities and live in a communal space, it is important that the Council and partner agencies supporting the Hub such as SPEAR take into account risk factors before making a decision to offer Hub based accommodation. All new bookings must be authorised by a Hub Manager. This process is set out in detail in the **Assessment Hub Admissions Policy**.

2.0 Client Responsibilities

2.1 Once a decision has been made to book a client into a vacant room at the Hub, SPEAR will complete a Booking in Checklist with the client. Part of this process involves reading through the **Client's Responsibilities Document** with the client and asking them to agree to and sign the document.

2.2 **The Client's Responsibilities Document** covers the following:

- Respect of others
 - Refraining from harassment, assault, bullying, intimidation or discrimination
 - Keep noise to a minimum and don't cause any disturbances to our neighbours.
- Keeping Everyone Safe
 - Welfare checks are carried out every day at *pm during which Hub staff enter every bedroom in the Assessment Hub. Keep the bedroom and bathroom clean and tidy (cleaning products are available).
 - Health and safety checks of every room are carried out once a week on * at *pm.
 - Visitors are not permitted.
 - Gatherings within the bedrooms are not permitted.

- Any evidence of or suspicion of offensive weapons on the premises will be reported to the police and will result in eviction.
- Substances
 - It is illegal to supply, trade or give out any illicit substances or prescription medication and as such any proof or suspicion of such activity at the Hub will be reported to the police and may result in an eviction.
 - The use of alcohol in the communal areas is not permitted.
 - Smoking/Vaping etc is not permitted in the communal areas.
- Neighbourhood - The Assessment Hub is located on a busy main street with lots of commuter foot traffic. It is also in the vicinity of a residential area and next door to a nursery. It is important to the Council and partner agencies that the Hub has a minimal impact on the local community. The following requests will ensure that the Hub does not affect the wider community in a negative way.
 - Remember to keep noise levels down when entering and leaving the building.
 - Do not shout in the street to others or have others shouting up to you in your rooms.
 - Arrange to meet with people away from the area to keep the impact of noise on our neighbours to a minimum. The street can be quiet, especially in the evenings and at night, and noise can carry loudly.
 - Dispose of any rubbish in bins either inside the building or in those provided on the street and do not litter.
 - Do not drink alcohol on the street or in the area surrounding the Hub.

3.0 Clients not adhering to Hub Rules

- 3.1 The Hub Staff will follow the 3 step process below when clients do not follow the Hub rules set out in the Client's Responsibilities Document. However, serious incidents will result in immediate eviction. The Hub Manager or Deputy Manager will be responsible for communicating each of the below steps to the client.

4.0 Step 1: Verbal Warning

- 4.1 When a minor rule (one that hasn't led to an immediate eviction) has not been adhered to by a resident, the Hub Manager or Deputy Manager will issue verbal warning a warning to the client.
- 4.2 The client will be reminded of the 3 step process and advised that if they continue to not follow the rules then they will be temporarily excluded.

5.0 Step 2: Exclusion

- 5.1 If a client who has already been given a verbal warning continues to not follow the rules, the Hub Manager or Deputy Manager will temporarily exclude the client from the Hub.
- 5.2 Depending on the circumstances and severity of the rule breach, the Hub Manager or Deputy Manager will use their discretion to determine the length of time the client should be excluded from the Hub, for example, from between 1-6 hours.
- 5.3 During this time, the client cannot remain in the area surrounding the Hub. If they do, that will be considered as a further rule breach and the Hub Manager or Deputy Manager can move to step 3.

5.0 Step 3: Eviction

- 5.1 If a client who has already been given a verbal warning and an exclusion order continues to not follow the rules, the Hub Manager or Deputy Manager will take the decision to evict the client from the Hub.
- 5.2 The client will be issued with an Eviction Notice by the Hub staff and will need to leave the accommodation on the same day.
- 5.3 When necessary, Hub staff may request assistance from the police station across the road or via 999 to assist with the eviction.

6.0 Alternative Accommodation

- 6.1 If the Hub Manager or Deputy Manager deems it appropriate, alternative accommodation, most likely in the form of temporary accommodation, may be requested via the Council.

- 6.2 Before this is requested, the Hub staff must update the client’s risk assessment and provide this to the Rough Sleeper Temporary Accommodation Officer. This will then be shared with local accommodation providers when requesting hotel or self-contained accommodation.

- 6.3 The allocated Rough Sleeper Assessment Team officer and SPEAR worker will continue to support the client and work towards ending the client’s homelessness.



| Letters: | Forms: | Other Information: |
|----------|--|--|
| | Client’s Responsibilities Document (to follow) | Assessment Hub Admissions Policy |
| N/A | Booking in Checklist (to follow) | |
| | | |

| Published by (author): | Other Contact: | Date Published: | Procedure Comment: (link to previous procedure) |
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Appendix 6: Fire Statement

Fire Statement
201 - 203 Lavender Hill SW11 5TB
26/03/24

Fire Statement

201 - 203 Lavender Hill SW11 5TB

Proposal: Alterations in connection with change of use from Office (Class E) to Rough Sleeper Assessment Hub (Sui Generis).

Site: 201 - 203 Lavender Hill SW11 5TB

Applicant: Wandsworth Council Housing Services

Contents

1. Introduction
2. Planning Policy
3. Design Fire Statement Proposal
4. Conclusions

Fire Statement
201 - 203 Lavender Hill SW11 5TB
26/03/24

1. Introduction

This Fire Statement has been prepared by the architect.

This application is supported by the following documentation:

- Site Plans
- The London Plan (March 2021)

The proposed development involves alterations in connection with change of use from Office (Class E) to Rough Sleeper Assessment Hub (Sui Generis)

The proposed development site address is:

201 - 203 Lavender Hill SW11 5TB

The Fire Statement outlines the way the design of the proposals will meet the functional requirements of the Building Regulations with respect to fire safety.

Fire Statement
201 - 203 Lavender Hill SW11 5TB
26/03/24

2. Planning Policy

A – In the interests of fire safety and to ensure the safety of all building users, all development proposals must achieve the highest standards of fire safety and ensure that they:

- 1) identify suitably positioned unobstructed outside space:
 - a) for fire appliances to be positioned on
 - b) appropriate for use as an evacuation assembly point.
- 2) are designed to incorporate appropriate features which reduce the risk to life and the risk of serious injury in the event of a fire; including appropriate fire alarm systems and passive and active fire safety measures
- 3) are constructed in an appropriate way to minimise the risk of fire spread.
- 4) provide suitable and convenient means of escape, and associated evacuation strategy for all building users.
- 5) develop a robust strategy for evacuation which can be periodically updated and published, and which all building users can have confidence in.

Fire Statement
201 - 203 Lavender Hill SW11 5TB
26/03/24

3. Design Fire Statement Proposal

3.1 Existing Fire Strategy Site Context and Fire Appliances

The property is located at 201 - 203 Lavender Hill SW11 5TB.

The fire brigade can access the property via Lavender Hill which provides a single carriageway 2 lane A-road.

Fire appliance access and hardstanding will be in the Road.

3.2 Design Fire Statement Proposal based on Approved Document – Volume 1, 2019

There is some minor internal remodelling and the fire safety proposal is shown in the proposed plans.

The proposed works are considered to be a minor development.

The property will have a 30 minute fire protected escape route with FD30 fire doors.

SMOKE DETECTION AND ALARM SYSTEM

A BS5839 Grade A LD2 Fire Alarm System is to be provided. The fire alarm system would require a main fire alarm control panel to monitor and control the devices on the system which is installed to the requirements of BS5839 part 1. The positioning of the devices on the system within the building should include alarm devices in all circulation spaces that form part of escape routes and rooms or areas that present a high fire risk.

All communal rooms and circulation spaces that form the escape routes will be fitted with smoke detectors.

All kitchens and bedrooms will be fitted with heat detectors.

Fire Statement
201 - 203 Lavender Hill SW11 5TB
26/03/24

4. Conclusions

The Fire Statement has been prepared by the architect.

The purpose of the Fire Statement is to outline the way the design of the proposed works will meet the functional requirements of the Building Regulations with respect to fire safety.