

# City of Wolverhampton Council – Homeless Services Provision

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CITY OF  
WOLVERHAMPTON  
COUNCIL

Our mission:  
Working as one to  
serve our city



# ‘Everyone In’

- On 26 March 2020, Central Government announced a requirement for Local Authorities to house all rough sleepers and homeless individuals.
- CWC established emergency COVID-19 accommodation in a City Centre location, within the Redwings Hotel.
- Co-ordinated support was provided by CWC staff, Wolverhampton Homes, treatment services, statutory partners and third sector organisations.
- Accommodation and support was provided from Redwings to over **160** single people over this period. 27 people were without access to public funds.

# ‘Everyone In’

- The City’s 16 most entrenched rough sleepers were accommodated and 25% of the total cohort accommodated had previously slept rough or had a history of rough sleeping.
- The service engaged some of the City’s most complex and challenging individuals, with referrals coming from Probation, Police, treatment services, mental health services, hospitals and other support providers.
- Over one third of the residents accommodated at Redwings were supported into treatment services.

# Case Studies from Redwings

- An 18-year-old male had been sleeping rough in a garden for several months. He had fled from gang violence in London and was attempting to locate his only remaining contact in the UK, here in Wolverhampton. Unfortunately this contact was no longer living in the City. After months of sleeping in the back of a shed, the young person reached out for help due to COVID. He is now accommodated with Hope Into Action, is engaged on a training programme and is working to rebuild his life and gain his independence.
- A young female who had been in and out of custody since the age of 13, with a history of rough sleeping and sex working, was referred into Redwings. She was deemed to be too high risk for female only provision and would be at risk herself in traditional hostel provision. She had previously disengaged with partners but was supported to build trusting relationships with treatment services, Probation Services and Changing Lives whilst accommodated in Redwings. She now has her own tenancy and is hoping to withdraw from her dependency from Methadone so she can start to volunteer at the Good Shepherd.
- One of Wolverhampton's most entrenched rough sleepers, who had been rough sleeping for over 10 years and had previously refused all intervention and offers for housing, accepted a room at Redwings. He would leave daily but return at set meal times and trusted the team enough to ask for assistance if and when needed.

# Learning from the Pandemic

- Night Shelters and many forms of shared accommodation are deemed to be unsafe under COVID guidelines. The demand for self-contained accommodation is now greater than ever.
- CWC has recognised the work undertaken during the pandemic provides the City with a real opportunity to refocus homeless services in Wolverhampton to provide individuals with the best possible support and ensure that resources are best placed.
- From the learning obtained during the pandemic, CWC has determined that there is a need for a service for 'roof less' vulnerable single people in Wolverhampton. This service would comprise of an Assessment Centre staffed by partners and accommodation.

# Partnership Working

Strong partnership working was the key to the success of the work undertaken to support rough sleepers and homeless individuals in Wolverhampton during the 'Everyone In' programme.

How can the City Inclusion Board support this work?

How can individual organisations support this work?

**wolverhampton.gov.uk**