

Rough Sleepers

2019

The Welsh Government's Statistical Directorate runs this data collection from local authorities (LAs) in Wales.

All Local Authorities should carry out a count of rough sleepers in their area (If there are areas of your Local Authority where it would be difficult to carry out a physical count. Please seek dispensation from Welsh Government to not count in these areas.) The Local Authority should also provide an estimate of the number of rough sleepers over a time period during the count.

The data gathering, estimate, questionnaire collection period will begin Monday 14 October 2019 for 2 weeks ending at 23:59 on Sunday 27 October 2019.

The one night count should take place between the hours of 10pm on 7 November and 5am on 8 November 2019.

Dewiswch eich iaith penodol / Choose your preferred language:

Saesneg/English

Provider details

Please select your authority from the list provided

PLEASE SELECT YOUR AUTHORITY

Validation

Links	Completed
Technical guidance	
General guidance	
Supplementary Guidance	
Definitions	
Contact information	0%
Survey response burden	0%
Questionnaire	

Form links	Table completed
Table 1 >>	0%
Table 2 >>	0%

Any queries should be directed to:

[Email: housingcollections@gov.wales](mailto:housingcollections@gov.wales)

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Technical guidance for completing the form

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Navigation

You will be able to move from sheet to sheet by clicking the appropriate hyperlink.
For example, to return to the home page click the "Back to Home Page" hyperlink.

Required data items

In this spreadsheet, the cells that require data have the following properties:



All cells requiring data will be coloured pale blue.



Some cells derive values from other data items. These cells are coloured in grey. You will not be able to enter data into these cells.



Some cells do not need to be completed as they are not applicable. These cells are coloured in dark grey. You will not be able to enter data into these cells.

If you are unable to provide any data item, please leave the cell BLANK. Do not enter text (NA, N/A or Not collected etc.) into any cell other than the comments cells. We will assume that a zero in any cell signifies a zero count for this data item.

Comments



A white space has been provided next to each table for comments. If any data items are missing then a comment must be added to the spreadsheet.

Validation 1

Validation 1 involves checking for common sense errors.



Data items that pass validation will be coloured green.



Data items where no data is entered, or which break a validation rule, are coloured red. You should enter a zero where the data item is nil, or make a comment.



Missing data items with a comment provided will be coloured amber.

Introduction

The purpose of the count is to gain a better understanding of the scale and trends in rough sleeping over time to inform local and national policy responses to this issue. The process will enable local authorities and their partners to identify rough sleepers in specific areas on a particular night and support this with a data gathering exercise by using information from a range of services over a short period. The objective is to have a rounded picture of the incidence of local rough sleeping.

Methodology

A questionnaire based survey should be conducted over the two week period 14-27 October among all agencies / services locally who might engage with the client group. The questionnaire has been designed by Denbighshire County Council Housing and Supporting People Teams, and checked and 'blind tested' by Community Development Cymru. This is the questionnaire teams should use when collecting information from potential rough sleepers during the information gathering period.

If Local Authorities wish to add to this questionnaire for their own information gathering purposes then this will be at the discretion of the individual Local Authority. Pre-count meetings should be held to consider the outcomes of the Questionnaire in order to focus the Count and plug any gaps in intelligence. Additional assistance may be drafted in from local community police officers to assist with the information gathering and the count.

The questionnaire should be completed by local agencies over the specified two week period above. A unique identifier should be used in order to ensure that there is no double counting of individuals.

The results of the questionnaire based survey should be entered in to Table 2.

The Snapshot Count

The count will take place on a specified night between the hours of 10pm on 7 November and 5am on 8 November. Running the count over more than one night runs the risk of double counting and therefore inaccurate figures.

The count will take place midweek.

Start times should be tailored to meet local circumstances. In cities or towns with a busy night time economy it may be appropriate to delay the start time until after midnight so that rough sleepers who bed down after pubs and clubs close are still counted.

Conducting the count

A Coordinator will need to be appointed to ensure there are adequate numbers to conduct the count and to liaise with other agencies to inform and gain any necessary permissions.

It is not necessary to cover every street or park in the local authority area, and it's unlikely you'll have enough counters to do this. It's better to use prior intelligence gathering to focus on 'hotspot' areas where rough sleepers are known to sleep and areas where people are sometimes seen bedded down. In rural or valley areas the count need only cover population centres where evidence indicates a significant possibility of people rough sleeping.

Count coordinators should divide the area being counted into segments for each counting team. Each counting team will need a map clearly showing the boundaries of their segment and any hotspots within it. Agree exact boundaries, identifying individual streets or parts of streets, and draw them on the map. It is important to be precise about boundaries so that areas are not double counted or missed entirely.

Wherever possible, the areas covered should be well known to the teams and individual counters. The most effective counters are those with knowledge of where people are likely to be sleeping rough in that area, for example workers from local outreach teams. If you recruit a wider range of volunteers, try to include someone with knowledge of local rough sleeping in each team.

Check that you have recruited enough volunteers to cover each mapped segment. It is advisable to plan at least one mobile counting team in a car to cover outlying areas and support other teams if they encounter delays. At least one person, usually the Coordinator, will need to stay at the base of operations to deal with queries and check in with counting teams during the night.

Plan ahead to gain access to non-public areas where rough sleepers may be bedded down (e.g. hospital or college grounds, parks, building stairwells). Do not plan access to areas that will be unsafe for counters. You might need to contact police, park rangers or security firms to gain access.

Interventions on the Night of the Count

It is recommended that, where possible, prior arrangements are made so that emergency beds are available for people found on the count who want to move off the streets. If rough sleepers are supported with any intervention on the night of the count they should still be counted as bedded down for the purposes of the count and recorded within the single figure.

Other interventions could include:

Information of services available for rough sleepers/homelessness in the local area, e.g. drop-in centres, homelessness organisations, churches, etc.

Where possible it may be useful to establish if the individual understands or knows how to make a homelessness application. If not, this information should be provided.

Safety Considerations

Count Coordinators have a responsibility to ensure the safety of all those involved in the rough sleeping count.

A balance needs to be maintained between keeping people safe and the need to gather as much reliable information about rough sleepers as possible.

In order to get this balance right, the Coordinator should:

- Give clear guidance to counters about whether or not to wake up any unknown/new rough sleepers found during the count. This would be to find out more about them and to offer support and, where available, assessment/accommodation. In most cases, unless counters are outreach workers, it will be safer not to wake the person, but to leave some information about local services and arrange for outreach to look for them on the next shift. Please note that only the single count figure is required, gathering extra detail is a local decision.
- Organise the count so that counters work in teams of at least two and have relevant equipment e.g. torches, phones. The Coordinator should be aware of each team's planned route to and from their counting area and check in with them by phone at regular intervals during the count.
- The conduct of the counters is of paramount importance. They should be given clear guidance beforehand about their role and should be sent home from the count if they are unsuitable (e.g. intoxicated).
- Counters should be told not to enter areas that they feel are unsafe without support from the police. Counters will need to be mindful of rural areas that may not have mobile phone coverage, if counters feel vulnerable due to the location and are not able to receive a sufficient mobile phone signal, counters should not place themselves at risk
- Local police should be asked to assist with counts and may be willing to do so. Having police officers available on the night means that there are more options available around waking up unknown/new rough sleepers to get information and offer support.
- A safe initial meeting and debriefing venue should be arranged, such as a local authority building or day centre, where counters can meet and return to once they have completed their section. There should be clear arrangements for getting to and accessing this building.
- Safe transport from (and potentially to) the base of operations is the Coordinator's responsibility.
- Counters should carry identification and a letter from the local authority explaining their purpose in being out late at night and in unusual locations.
- On the night of the count, the Count Coordinator should go through the safety procedures carefully with counters and give counters time to ask questions. This will cover: when to call in, how to respond to emergencies, when to leave an area, and how to deal with any aggression or anger from rough sleepers or others.

Recording the data:

In preparation for the night of the count, local authorities should devise a form for local use.

Counters should record each individual person on a separate line on the form, rather than writing totals on the form as this cannot be verified as an accurate record.

Information about each rough sleeper may be recorded from previous knowledge of the person and their sleeping site, rather than having to wake them.

It's useful for counters to give as much information as possible on the location of people sleeping rough, as this may help with the future planning of services.

Forms must be completed on the night of the count and returned to the Count Coordinator on that night for verification.

Details of individual rough sleepers are confidential. Information should be stored and shared in line with the protocol of the local authority (or the agency coordinating the count), which may include information sharing arrangements with relevant local services.

Appendix 1

[Definition of Rough Sleeping](#)

Appendix 3

[To Inform a local authority response to rough sleeping](#)

Appendix 4

[Conducting the Rough Sleeper Monitoring Exercise \(October 2019\)](#)

A detailed toolkit to support local authorities and their partners accurately evaluate the extent of rough sleeping is available from Homeless Link:

www.homeless.org.uk/evaluating-roughsleeping

Supplementary Guidance for Completing the Rough Sleeper Count Surveys

The surveys are intended to complement the one night count by gathering data from range of organisations. This data will be used to inform where to target the one night count and to provide a more detailed understanding of rough sleeping. Appendix 4 sets out the intended process from planning to final submission of data.

The questionnaire in Appendix 2 has been designed by Denbighshire County Council Housing and Supporting People Teams, and checked and 'blind tested' by Community Development Cymru. This is the questionnaire teams should use when collecting information from potential rough sleepers during the information gathering period. If Local Authorities wish to add to this questionnaire for their own information gathering purposes then this will be at the discretion of the individual Local Authority.

This guidance is intended to support and complement your Local Authority's existing arrangements in planning and carrying out the survey. This is not a proscriptive document and some suggestions will not be relevant for your Local Authority. If you feel you have developed good practice that is not included in this guidance, you can send this to Robert.Owen5@gov.wales and Carl.Spiller@gov.wales

Planning

The survey response will be more successful if you are able to plan in advance.

Things to consider when planning are;

- Consider nominating a lead Local Authority Officer to coordinate carrying out this survey
- The survey will be carried out for at least two weeks
- Dates will be fixed to allow comparison across all 22 LA areas. Remember that the findings of the surveys need to be collated in time to feed into the one night count
- Identify Newsletters, Meetings and Forums where you can advertise and promote the count to stakeholders and agencies
- You may benefit from arranging a pre-survey meeting with the key agencies you want to take part.

A suggested agenda is;

- o Purpose of survey
- o Definition of Rough Sleeping (Appendix 1)
- o Agree list of participating agencies
- o Agree any additional local questions
- o Named contacts for each agency
- o Dates of Survey (this will be set by WG)
- o How to submit completed surveys
- o Who to contact for advice and support

- Each Local Authority is going to have different agencies working with rough sleepers in their area. In order for the survey to be as accurate as possible it is recommended that the Local Authority include as many local agencies as possible.

Suggested agencies are;

- o Homelessness Team members
- o Homeless Day Services
- o Night Shelters and hostels
- o Supporting People Service Providers
- o Communities First, Flying Start, Team around the Family
- o Police Officers, Community Beat Managers & PCSO's
- o Fire safety officers
- o S180 Service providers
- o Social Services staff – Single Point of Access, First Contact Teams
- o Health Staff – Mental Health, Substance Misuse, GP's, Nursing Services for homeless people etc.
- o Library staff
- o Churches and voluntary organisations
- o Advice organisations, Shelter, CAB

- Regular reminder emails to the agencies during the survey will act as a prompt
- If resources are available, the nominated Local Authority survey coordinator could visit agencies during the survey period to offer support and assistance in completing the surveys

Collecting the responses

To get the best response you will need to make responding as easy as possible for all the agencies taking part.

To do this you may want to consider;

- Offering to collect the surveys from the individual agencies
- To nominate multiple offices where surveys can be dropped off
- Accept online submissions – either scanned or inputted

Using the data

The Welsh Government want each Local Authority to complete a return that captures the data collected via the Survey and the one night count. However, the data can also be used in the following ways

- o To inform the one night count, where the information on locations can be used to target counting to those areas
- o To inform a local authority response to rough sleeping (See Appendix 3 for example from Denbighshire)
- o To inform local service planning and commissioning

Any other emergency provisions (specifically for (people at risk of) rough sleeping)

Please list the projects, the number of emergency beds and their availability on the night, of any other emergency provisions (not included in the emergency bed row) provided by your authority for rough sleepers e.g.: NightStop, Night shelters (if not included in row 2), Hostels and any other controlled access accommodation available through Gateways. Do not include direct access provision (this should always be included in row 2 above) and do not include B&Bs.

Direct access provision is commonly understood as accepting people at the door. Hostels, night shelters are where the person can self-refer / present and be allocated a bed for the evening.

Following the collection Welsh Government may contact you to clarify the detail of your return.

Definitions

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For the purpose of the count the following definition of a rough sleeper is recommended:

- People sleeping,
- About to bed down (sitting in/on or standing next to their bedding)
- Actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments).
- People bedded down in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations or “bashes”).

Those taking part in the count should be aware that the definition does not include:

- People in hostels/night shelters,
- Sofa surfers,
- People in campsites or other sites used for recreational purposes or organised protests, squatters or travellers.

Counters will need to decide whether a person is likely to bed down for the evening. Research has found that in many areas people seen drinking in the street or begging (even if they have a blanket or a sleeping bag) are not necessarily sleeping rough and they should not be included unless the counter is satisfied that the person is likely to bed down later that evening. Local Outreach teams would be a good source of information to verify if any doubt exists.

Emergency bed spaces

Emergency bed space are direct access provision, nightshelter or cold weather provision beds in churches, community centres, etc, but would not include B+B

Direct Access

Direct access provision is commonly understood as accepting people at the door. Hostels, night shelters are where the person can self-refer / present and be allocated a bed for the evening.

Snapshot One Night Count:

A rough sleepers' count is a snapshot of the number of rough sleepers in a local authority area on a particular night. Whilst it is not intended to be an accurate record of everyone in the area with a history of rough sleeping it can be an effective means of estimating the scale of the problem and provide a means of monitoring progress to eliminating the need to sleep rough over a period of time.

Estimating Numbers of Rough Sleepers:

It is expected that before the rough sleepers count an estimate and intelligence gathering exercise is conducted by asking agencies who work with potential rough sleepers to conduct a survey of these clients for a period of 2 weeks before the actual snapshot count take place.

Contact information

PLEASE SELECT YOUR AUTHORITY

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Please provide contact details for your authority below. This will help us to direct any queries to the correct contact.

Form completed by/Main contact for data queries:

	V1
Name	<input type="text"/>
Telephone number	<input type="text"/>
E-Mail address	<input type="text"/>

Alternative contact details

Name	<input type="text"/>
Telephone number	<input type="text"/>
E-Mail address	<input type="text"/>

Monitoring survey response burden

PLEASE SELECT YOUR AUTHORITY

[Table 1](#)

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The Welsh Government is monitoring the burden placed on local authorities completing the data collection forms. This helps us when planning future changes to data collection forms. We would be grateful if you could assist us by completing the table below.

Please enter the time it has taken you (and any colleagues) to prepare and send the return. A number of staff employed in different roles may have been involved. You are asked to count the hours spent by staff in each full time equivalent annual salary band indicated below. You will need to round staff salaries to the nearest £1,000. Please record your time to the nearest hour.

Please only include time spent on activities to prepare and send this return, such as:

- Retrieval and saving the empty form;
- Collection, collation, analysis and aggregation of records and figures required;
- Filling in, checking, amending, reviewing and, when completed, approving the form; and
- Sending the form back to the Welsh Government's Statistical Directorate.

Grade of staff	Hours taken	V1
Band 1 (£11,500 - £19,999)		✘
Band 2 (£20,000 - £26,999)		✘
Band 3 (£27,000 - £33,999)		✘
Band 4 (£34,000 - £53,999)		✘
Band 5 (£54,000+)		✘

Comment

Rough Sleeping Survey October 2019

This survey is intended to help agencies to understand how many people are rough sleeping, how long they are rough sleeping for, and what type of rough sleeping they are experiencing. This will help us to develop targeted and appropriate support services for those experiencing rough sleeping.

The survey is very easy to complete. Please could you complete the survey with each person who is/tells you they are sleeping rough during the two week period so that we can get a picture of their experience. Please ask them to complete the form themselves or ask for their permission for you to complete it on their behalf.

1. Did you sleep outside last night? Please circle Y or N

2. Did you sleep out with any other family member? Please circle Y or N

If yes, can you tell us who?

3. For how many nights in a row have you slept out this time?

4. Reason for sleeping rough (What caused you to sleep rough this time?)

5. Have you slept out before this period? Please circle Y or N

If yes, can you tell us dates?

6. Reason for becoming homeless (What caused you to lose your accommodation initially?)

7. If you were sleeping outside last night, please describe where you slept e.g. on a beach; in a shop doorway; in a tent on waste ground? Or somewhere else?

8. If you didn't actually sleep outside, did you sleep rough elsewhere? e.g. squats. Please describe this below, including the number of nights

9. Do you have your own home/tenancy you could use?

10. Do you want support to stop rough sleeping? Please circle Y or N

What support do you need to do this?

11. Have you approached a Local Authority or other agency for support in the past? Please circle Y or N

If yes, please explain what happened.

12. What was your last settled address or local authority area? (if address unknown)

13. Do either of the following apply to you (you can tick more than one)

Served a custodial sentence (been to prison) in the last 3 years

Served in the Armed Forces (Army, Royal Navy, Royal Air Force, including Reservists etc.)

Regular Armed Forces

Reservists

Date of discharge from prison

14. Have you been looked after/in care of the Local Authority (Social Services)?

Please circle Y or N

15. Have you experienced being discharged from Hospital without accommodation to return to?

Date of discharge from hospital

16. Do you have a mental health condition?

Please circle Y or N

Was it ... diagnosed in the past 12 months

Was it ... diagnosed in the past 1-3 years

Diagnosed over 3 years

Prefer not to answer

17. Are you currently receiving support/medication for a mental health condition?

Please circle Y or N

18. Have you ever received hospital treatment for a mental health condition?

Please circle Y or N

19. Do you have a physical health condition?

Please circle Y or N

Was it ... diagnosed in the past 12 months

Was it ... diagnosed in the past 1-3 years

Diagnosed over 3 years

Prefer not to answer

20. Are you currently receiving support/medication for a physical health condition?

Please circle Y or N

21. On a scale of 0-10 with 0 being really unwell and 10 being fine, how well do you feel right now?

What Are The First 3 Letters Of Your Mother's Forename?

What Is Your Date Of Birth?

Gender M/F

Ethnicity:

White

Mixed / multiple ethnic groups

Asian or Asian British

Black / African / Caribbean / Black British

Other ethnic group

Ethnic origin not known

Nationality

I am happy for the information on this form to be used for research purposes

Please circle Y or N

Date this form was completed

Please note that all the answers on this form will remain anonymous

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Appendix 1

Definition of Rough Sleeping

People sleeping, about to bed down (sitting in/on or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People bedded down in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations or “bashes”).

Initial Multi Agency Meeting Held

Homelessness, Supporting People and Community Groups agree a Rough Sleeper Questionnaire , which will be distributed amongst local organisations who may come into contact with rough sleepers, to establish the extent and type of rough sleeping in county. Using a specific agreed definition of rough sleeping (see Appendix 1). This questionnaire is to be used over a two week period.

Supporting people to collect completed questionnaires and officers to collate and analyse data

To feedback on findings at Rough Sleepers Meeting scheduled for two weeks after this date.

Based on findings from the Rough Sleeper Questionnaire, a Rough Sleeper Count will be conducted on 1 or 2 nights in November 2019.

A Rough Sleeper Register will be developed initially from those individuals identified from the Questionnaire with regular meetings held between DDC Homelessness, Supporting People and local organisations.

Based on the findings from the Rough Sleeper Questionnaire, a strategy for dealing with sofa surfers will be discussed alongside the response to traditional rough sleepers, as it is recognised that sofa surfers often precludes rough sleeping.

Regular Rough Sleeper Register meetings will take place similar to the coordinated Marac Meetings. DCC Homelessness will take the lead, supported by Supporting People and attended by numerous organisations who will feed in information on rough sleepers. Clear actions will be discussed and allocated to the most appropriate person/agency at the meetings, along with clear timescales which will ensure accountability for a swift response. It is anticipated these meetings will be held bi-monthly.

The Register is not about establishing who has duty, but forming a coordinated and innovative approach to supporting rough sleepers, most for whom will not engage in traditional and/or statutory routes of support.

This will form part of a range of remodelled support services offered for rough sleepers and the new provider of services working closely with DCC Homelessness on the coordination of the Register. DCC Homelessness will continue to take lead responsibility of the Register.

Appendix 4

Conducting the Rough Sleeper Monitoring Exercise (October 2019)

Initial Multi Agency Meeting Held



Homelessness, Supporting People and Community Groups agree a Rough Sleeper Questionnaire (Appendix 2), which will be distributed amongst local organisations who may come into contact with rough sleepers, to establish the extent and type of rough sleeping in the local area over a specified 2 week period

Please use specific agreed definition of rough sleeping only (Appendix 1)



Local Authority lead officer to collect completed questionnaires, collate and analyse data.



Based on questionnaire results, the one night snap shot count areas are finalised.



One night snap shot count completed on specified date.



Welsh Government Data Return completed and submitted by Local Authority lead officer by Friday 15 November 2019

Table 1: Count of people sleeping rough

PLEASE SELECT YOUR AUTHORITY

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[Go to definitions](#)

[Table 2](#)
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A count is a single night snapshot of the number of rough sleepers in the local authority area. Counts should be undertaken using the guidance set out at the link above.

The one night count should take place between the hours of 10pm on 7 November and 5am on 8 November 2019.

Table 1:

Total	2018	V1	Comment
-------	------	----	---------

1	Total count of rough sleepers		x	
2	Total number of emergency beds		x	
3	Number of which were available on night of the count		x	

Any other emergency provisions not included above? - see Supplementary Guidance

[Supplementary Guidance](#)

Emergency Provision	Total number of beds available	Number of beds taken on night

Comment

Table 2: Estimate of people sleeping rough

PLEASE SELECT YOUR AUTHORITY

[Go to guidance](#)
[Go to definitions](#)

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An estimate should be a single figure (rather than a range) showing the number of people thought to be sleeping rough in the local authority area in the chosen 2 week period between the 14 October and the 27 October inclusive. Authorities are advised to bring together local agencies, health organisations and services in the community that have contact with rough sleepers on the streets and use their expertise in arriving at an estimate. The guidance sets out at the links above should be used when deriving an estimate.

	Total	2018	V1	Comment
	a		a	
1 Estimated number of rough sleepers			✘	

This estimate has been derived following consultation with (please indicate all that apply)

4 i) Voluntary Sector	<input type="checkbox"/>	
5 ii) Faith Groups	<input type="checkbox"/>	
6 iii) Outreach workers	<input type="checkbox"/>	
7 iv) Local residents/businesses	<input type="checkbox"/>	
8 v) Police	<input type="checkbox"/>	
9 vi) Health Agencies	<input type="checkbox"/>	
10 vii) Substance Misuse Agencies	<input type="checkbox"/>	
11 viii) Drugs and Alcohol Treatments Teams (DATT)	<input type="checkbox"/>	

Comment