

Helping End Homelessness

Guidance



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About The National Lottery Community Fund

We support people and communities to thrive.

We believe that the following three approaches are vital to help people and communities in Wales to thrive. We want all activity we fund to embrace these.



People-led – we're looking for meaningful involvement of the people you're working with in the development, design and delivery of your activity.



Strengths-based – we want to encourage organisations to make the most of, and build on, the skills and experiences of people and strengths within communities.



Connected – we want to know that you have a good understanding of what others are doing locally, that what you're doing complements and adds to this, and that you have working relationships with other relevant groups.

Background

Homelessness is one of the more pressing social issues that Wales faces. Rough sleeping is on the rise and the sight of tents and makeshift camps are now an all too common occurrence across Wales. Similarly, the number of people living in temporary accommodation has increased, and the scale of rural homelessness is something that we know little about.

Working closely with the organisations that offer support, and with those who have directly experienced homelessness, we have developed this programme in response to the challenge.

What is homelessness?

We have defined homelessness as not having a home. A person who is experiencing or at risk of homelessness is someone who may be:

- sleeping rough
- staying with friends or family
- staying in a hostel, night shelter or B&B
- squatting (because someone has no legal right to stay)
- at risk of violence or abuse in their home
- living in poor conditions that affect their health
- living apart from their family because they don't have a place to live together.

The causes of homelessness are varied and unique to every individual, but they may include:

- parents no longer willing to provide accommodation
- being subjected to a pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence by a partner, family member or carer in their current home (domestic abuse)
- a relationship breakdown where one of those involved has no alternative accommodation
- poverty, inequality, housing supply and affordability, unemployment.

Helping End Homelessness will award grants to strategic projects that operate across one or more local authority area in urban and rural settings, seeking to redesign services to make homelessness rare, brief and non-recurrent. They will be person-centred and delivered by multi-agency partnerships, delivering initiatives that are additional to the statutory requirements placed on local authorities and other public services.

The projects we fund will balance preventative and responsive approaches within a trauma-informed environment, provide tenant support (particularly within the private rented sector), and address the stigma and prejudice faced by homeless people. All projects will be robustly evaluated so that what they learn informs future homelessness policy.

Who can apply

Our research shows that organisations need to work together to coordinate their approach, close gaps and ensure that opportunities to prevent and tackle homelessness are seized. That's why we will only accept applications from multi-sector, multi-organisation partnerships.

Partnerships and applications should cover one or more local authority area and must be led by a well-placed third sector organisation. **We expect partnerships to include the local authority/authorities covering the area in question.**

We expect to only accept one Expression of Interest (EOI) for each local authority area, including those wanting to work across more than one local authority area. This is because we want local organisations to work together to develop solutions rather than compete against each other for funds.

While this list is not exhaustive, we would anticipate the following types of organisation being involved as partners.

- Established local third sector organisations with experience of delivering homelessness services
- Health services
- Local authorities
- Private rented sector
- Housing associations
- Smaller third sector organisations with relevant expertise
- Probation services
- Police
- Prison services
- BAME organisations
- LGBT+ organisations
- Social enterprises with relevant expertise
- Mental health services
- Religious organisations/places of worship
- Academic or research institutions

Aims

We want to fund projects that meet all the following aims.



Bring together people affected by homelessness with third and public sector organisations, and the private rented sector, to co-design projects that redesign services to prevent and tackle homelessness, making it rare, brief and non-recurrent.



Provide sustained, person-centred support that is additional to existing provision recognising that homelessness is often just one of several challenges faced by those experiencing it, and helping them overcome the other challenges in their lives.



Reduce the discrimination and prejudice directed towards homeless people who are experiencing homelessness by encouraging empathy and understanding through a trauma-informed approach within public and third sector services and the wider community



Develop a robust evidence base that can inform project delivery as well as other policymakers and service commissioners. The evidence will demonstrate effective approaches towards making homelessness rare, brief and non-recurrent.

Priorities

Who will benefit from the funding?

Local authorities in Wales have a statutory duty to secure accommodation for people who are unintentionally homeless and whose circumstances mean that they are on the priority need list. Helping End Homelessness will support all of those who are homeless, or at risk of homelessness, whether they are on the statutory priority need list or not. It will also provide support to people for as long as they need it.

Some people experiencing homelessness or at risk of becoming homeless have one or more characteristics that make them more vulnerable. We will expect the projects we fund to have considered how they will address any additional support needs they may have. This list highlights some of the characteristics that may lead to individuals needing additional support, although there will be others, too.

■ Veterans and ex-armed forces	■ Care leavers
■ Prison leavers	■ Families
■ BAME	■ LGBT+
■ Substance misuse	■ People with mental health challenges
■ Refugees	■ Asylum seekers
■ Those leaving hospital	■ Those affected by domestic abuse
■ Those affected by sexual violence	■ Gypsy, Roma and Traveller
■ Young carers	■ Those not identified as being priority need
■ Minority communities (including those from EU)	■ Those who lose their home through accident or natural disaster
■ Those fleeing forced marriages	■ Victims of honour-based crime
■ Pregnant women	■ Those with learning disabilities
■ Older people	■ Those affected by harsh economic circumstances
■ Disabled people	■ People made homeless on a recurring basis
■ Single people who are homeless	
■ Those with chaotic lifestyles	

Co-design with those who will benefit

We want applicants to work with those who would benefit from their project to identify, plan and deliver activities that matter to them. This goes beyond consultation and empowers those individuals by giving them an equal voice in the process. While we will not expect you to have engaged extensively with beneficiaries at the Expression of Interest stage (see page 10), we will expect you to outline how you propose to work with beneficiaries and your partners to co-design your project idea if invited to phase two.

While co-design is a must, we also think that applicants should have the freedom to address the priorities they and those they support identify. In addition, our research and consultation has highlighted some common areas that we would expect to see reflected in the proposals that we consider and, given the scale of the projects that we expect to fund, we also expect there to be multiple areas of focus within those projects.

These are the specific priorities that we would encourage applicants to consider.

Service innovation

With existing services focussed on reacting to homelessness rather than preventing it, we think this needs rebalancing. Our research has highlighted that too many opportunities to spot and prevent homelessness are being missed, such as prison leavers being released from prison to the streets; patients being discharged from hospital when they are known to be homeless; care leavers leaving local authority care without a permanent home. Services are often too disjointed to prevent this from happening and there needs to be greater joining up and collaboration between those who offer support to people who are homeless.

The Housing (Wales) Act 2015 mandates local authorities to offer people who are 56 days away from being homeless with support to prevent it occurring. We would welcome initiatives that look beyond this to take an even more preventative approach.

Person-centred support

Homelessness is often just one of several individual circumstances that can affect people on a personal level, with one often contributing to the other. These circumstances may include poor physical health; mental health problems; alcohol and drug issues; bereavement; experience of the care system; experience of the criminal justice system; domestic abuse; poverty; inequality; unemployment; and a lack of practical life skills.

We expect the projects that we fund to work with individuals for as long as they need, providing them with wider support to foster their wellbeing and prevent homelessness from reoccurring.

Supporting tenants and landlords in the private rented sector

With restricted social housing options, the private rented sector has played a significant role in supporting local authorities to meet the requirements of the Housing (Wales) Act 2015. Our research shows that private landlords are sometimes reluctant to offer tenancies to those at risk of or experiencing homelessness as they are concerned about the potential for rent arrears, or the multiple challenges that some prospective tenants may face. We want the projects we fund to offer private rented sector tenants the support they need, while also supporting landlords to better understand the issues and signpost tenants to the support they might need.

Trauma-informed environments

The long-term impact of adverse childhood experiences (ACEs) on health, wellbeing and life chances is now well documented. Many people who are homeless have been exposed to them and some of the behaviours and habits attributable to exposure to ACEs have led to eviction, or exclusion from services designed to help them. Taking a trauma-informed approach will support front line staff to understand why challenging behaviours arise, and to work more constructively and creatively in addressing them rather than taking a punitive approach that penalises service users for perceived bad behaviour. It helps build staff resilience, motivation and job satisfaction. For these reasons we want the projects that we fund to be based around a trauma-informed approach.

Reducing discrimination and prejudice

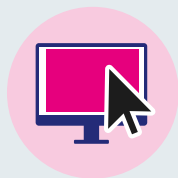
Sadly, people who are homeless experience prejudice on a regular basis. This can take place in both the wider community and the services to which they turn to for help. We want the projects that receive funding to embed service delivery within the community in a way that tackles this prejudice and stigma.

Rural homelessness

Rural homelessness is much less visible than homelessness in urban parts of Wales, especially when it comes to rough sleeping. There is also some anecdotal evidence suggesting that people are less likely to present as homeless in rural areas. As the data collected on homelessness is not necessarily accurate, it means that in rural Wales we don't know how widespread homelessness is. We would welcome applications that consider innovative approaches to addressing homelessness in rural settings.

Evaluation and learning

We want each project that we fund to commission a project evaluation that they can use to:



incorporate lessons learned throughout the lifetime of the project



inform the work of other commissioners and policymakers in the field of housing and homelessness



add to the evidence base of what works in making homelessness rare, brief and non-recurrent.

Our own research has shown that there is a need for better evidence to help inform the allocation of public funds to tackle homelessness and maximise their impact. This is why we want the projects that we fund to add to the evidence base by evaluating their approach and sharing the learning from it.

Those wanting to apply should consider including an appropriate research institution or individual as part of their partnership to ensure that evaluation and learning is embedded in their project idea from the very beginning.

Over the lifetime of the projects that we fund, we will play a convening role and bring together projects, beneficiaries and representatives of other relevant organisations to share the learning from projects more widely. We will produce evaluation guidance to support those projects invited to phase two to assist with their evaluation plans.

The application process

There are two phases to Helping End Homelessness' application process.

Phase one – form a partnership and submit an Expression of Interest

If you are interested in applying to Helping End Homelessness, please get in touch with us as soon as possible, even if you don't have a clear idea of what you want to do straightaway. We will share details of organisations interested in applying to help you ensure you're not duplicating and to help you form partnerships to develop a plan to tackle homelessness.

We will then ask partnerships to submit an Expression of Interest (EOI), which is a form that outlines details of your proposed partnership, and the local homelessness challenges that you want to address. While we will not expect you to have engaged extensively with beneficiaries at the EOI stage, we will expect you to outline how you propose to work with beneficiaries and your partners to co-design your project idea.

You will also be able to use the EOI form to apply for a development grant of up to £50,000 to help you develop a full application, if you are invited to submit one. If you think you might need a development grant, speak to us about it first.

We will use the information that you give us in your EOI form to make a decision about whether we invite you to phase two. When we assess your EOI, we will use any local knowledge we have about your area. This will help us to understand how your partnership could address homelessness and fill gaps within your community.

We aim to inform you of a decision by early July 2020. If your EOI is not successful, we will tell you why.

Phase two – submit a project plan

Those who are successful at EOI stage will be invited to phase two. We will ask you to develop a comprehensive project plan for your proposed project and will give you six months to do this. If you have been awarded a development grant you will need to spend it all within the six months. We will offer feedback from our phase one EOI decision to help you address or clarify certain areas in your EOI, as well offer tips on completing your project plan.

The application process remains competitive at phase two and it is unlikely that we will fund every project proposal submitted. We will use the information that you give us in your project plan to decide about whether we award you a full grant. We may contact you during the phase two assessment process to clarify issues and ask for further information.

We aim to inform you of our final decision in March 2021. If you are not successful, we will tell you why.

Size and length of grant

Helping End Homelessness has a budget of **£10 million**.

Development grants (Phase one)

A development grant of up to £50,000 is available to each successful Expression of Interest (EOI) submitted. This should be spent within six months of being awarded, and prior to the submission of a full phase two application. Development grants are for revenue costs only.

We think that development grants might be required as building links between statutory and third sector services, involving service users in project design and developing a project plan is likely to be resource intensive.

Full project grants (Phase two)

Project grants will last for between five and seven years, as we believe that longer term funding may promote service redesign and be better suited to the longer term support needs that many of the potential project beneficiaries are likely to have. We expect these to be mainly revenue grants, with some capital costs permitted with our prior agreement.

There is no maximum grant size as we do not want to restrict the scale and ambition of applicants.

Given the likely scale and scope of the multi-partner projects that we hope to fund, we anticipate that we may only be able to fund three or four projects in total. It is unlikely that we will be able to fund all the projects that apply to us for funding through this programme.

Timetable

Phase one

29 January 2020 – 4 March 2020

Read this guidance and let us know if you want to be part of a partnership in your area. We will put you in touch with other organisations near you to help you start a conversation.

4 March 2020

We will make the EOI form available.

4 March 2020 – 29 May 2020

Work with your prospective partners to complete the EOI form and request a development grant if you think you will need one.

29 May 2020

Submit your EOI to us and we will acknowledge receipt within five working days.

July 2020

We will tell you if your EOI has been successful and award development grants where requested. We will provide feedback to unsuccessful projects.

Phase two

July 2020 – December 2020

Work with your partners and service users to co-design your project plan.

4 January 2021

Submit your completed project plan to us by 12:00pm. We will acknowledge receipt within five working days.

March 2021

We will tell you if your application has been successful.

How to get started

Please make sure you read these guidance notes carefully and then give us a call. We can give you additional advice and support before you submit your Expression of Interest (EOI), tell you more about the information we need from you and put you in touch with other organisations in your area who are interested in being part of a partnership.

In line with GDPR requirements, we will need your permission to share your details with other organisations. To find out what personal data we collect and how we use this data, visit tnlcommunityfund.org.uk/data-protection.

When you contact us, the below are the types of questions we'll ask. It will be useful for you to have as much of this information to hand as possible. If you're emailing us for advice about your idea or interest, please provide as much of this information in your email as possible so that we can respond with appropriate feedback.

- What type of organisation are you? Third sector, social enterprise, statutory body etc.
- What does your organisation do, and what role does it have in supporting people who are homeless?
- What could your organisation bring to a homelessness project delivered by a partnership?
- What ideas do you have for delivering the project?

Accessibility

Please contact us to discuss any communication needs you may have. Contact information is at the end of this guidance.

Our equality principles

Our equality principles include: promoting accessibility, valuing cultural diversity, promoting participation, promoting equality of opportunity, promoting inclusive communities, and reducing disadvantage and exclusion tnlcommunityfund.org.uk/equalities

This guidance is also available in Welsh.

We care about the environment

The National Lottery Community Fund cares about our environment and is always striving to manage our environmental impact. We encourage and support projects and communities to do the same and we will expect you to take this into consideration in the development of your project. Learn more about how you can make your project or event more environmentally sustainable and perhaps save money at the same time by visiting tnlcommunityfund.org.uk/environment-impact

Contact us

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tnlcommunityfund.org.uk

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