



**Independent review into the death of an  
individual sleeping rough ■**

**July 2018**

[REDACTED]

[REDACTED]

[REDACTED]

## 10. Conclusion

This review of known interactions between [REDACTED] and services in Worcestershire aims to achieve positive changes in local policies and procedures to improve the work that services undertake together to support individuals that rough sleep. A key lesson that can be taken from this review is that sustained joint working between services and coordinated responses can be potentially helpful in cases where like [REDACTED] an individual refuses support and has difficulties in engaging with services.

## 11. Recommendations

### ➤ Improvement Area: Blue Light multi agency group

The report author is aware that the arrangements specified in the Terms of Reference and Operating Procedures for the Blue Light multi agency group in Worcester City will be reviewed after 6 months and annually thereafter. It is recommended that:

- 1) The membership and attendance of the multi agency group meetings is reviewed every 6 months.
- 2) An audit is undertaken every 4 months by the Blue Light multi agency group:
  - To review the number of service users being supported.

---

<sup>3</sup> Institute of Alcohol Studies and Centre for Mental Health (2018) Alcohol and Mental Health, Policy and Practice in England: <https://www.centreformentalhealth.org.uk/Handlers/Download.ashx?IDMF=7bd20bf6-34d8-4d33-9495-9d13379f2767>

- To ensure that the service users being supported meet the criteria set out in the Terms of Reference and Operating Procedures.
  - To review a sample of support plans.
  - To ascertain whether 'Blue Light' resources are meeting current demand/needs.
- 3) Specific actions and targets are included as part of the work that the Blue Light multi agency group undertake to improve access for change resistant drinkers to mental health services.
- **Improvement Area: Critical 10 multi agency group**
- 4) It is recommended that a full review of the Critical 10 multi agency group is undertaken that includes a review of the Terms of Reference and membership, procedures to avoid duplication with other multi agency groups across the city and the introduction of performance objectives and outcomes for the work undertaken by the group.
- **Improvement Area: Awareness of Worcestershire Homeless Pathway Project**
- 5) Undertake some targeted promotion work with health colleagues across Worcestershire hospitals to improve referrals into the project for patients that are homeless or at risk of homelessness.
- **Improvement Area: Staff skills and knowledge**
- 6) Ensure that staff in voluntary and statutory sector services who undertake outreach work with individuals that are rough sleeping or at risk of rough sleeping are aware of current mental health legislation and know how to identify and respond to individuals who may be experiencing mental ill health and/or self-neglecting.
- 7) Ensure frontline staff within accommodation services are trained in identifying and responding to possible triggers and behaviours to support tenants to sustain accommodation and avoid evictions.
- 8) CCP to undertake some targeted promotion work with registered social landlords to ensure that frontline staff are aware of their tenancy related support offer and how to refer into the service at the earliest opportunity.
- **Improvement Area: Identification of individuals sleeping rough**
- 9) Launch a targeted publicity campaign to publicise StreetLink and encourage members of the public to use it to refer individuals that are/may be rough sleeping.
- **Improvement Area: Responding to StreetLink referrals**
- 10) It is recommended that response times are considered and set out for when StreetLink referrals are received during public holidays and when staff are on annual leave and shared with partners to ensure clarity of the service offer.

➤ **Improvement Area: Undertaking reviews following the death of an individual sleeping rough**

11) An information sharing protocol be developed and agreed with both voluntary and statutory sector partner agencies to ensure that information can be fully shared for any future reviews.

➤ **Implementation of recommendations**

12) It is recommended that a multi agency task and finish group be set up to translate recommendations 1 to 11 into an achievable action plan, which is reviewed regularly.

## 12. Proposed Timescales for Recommendations

Timescale	Recommendations
Within 3 months	1, 2, 4, 11 & 12
Within 6 months	3, 5, 8, 9 & 10
Within 12 months	6 & 7