

Severe Weather Emergency Protocol (SWEPE)

October 2019

Title	Severe Weather Emergency Protocol
Owner	Kate Randall
Version	1.7
Issue date	20 December 2013
Revision date	07 November 2019
Next revision due	30 May 2020

Please note changes to this year's SWEP:

Night Light Winter Shelter

This protocol will outline how BDBC SWEP duties will be met by the pilot night shelter scheme operating in Basingstoke Town Centre, this is being operated in line with the Housing Justice model of a rolling churches winter night shelter.

The Night Light Winter Shelter will be operating from 1 December 2019 to 29 February 2020. It will be open 7 nights a week at various churches across the town .

Attached to this document:

- Referral form for the Night Light Winter Shelter
- Overall specification of the pilot

Please note, the Night Shelter will not be operating solely for SWEP purposes, it is meeting the local authority's SWEP requirements, but will be opening regardless of weather conditions throughout the period outlined above.

The SWEP process outlined below will apply to the times that the night shelter is not in operation:

- Any period of time outside 1 December 2019 to 29 February 2020
- If there are any nights during this period that the night shelter is not in operation and SWEP is implemented.
- If anyone is unable to access the night shelter but whose needs can be met in the alternative provision outlined.

Severe Weather Emergency Protocol (SWEP)

1. Introduction

- 1.1.1 As a direct response to Basingstoke and Deane's Housing and Homelessness Strategy, forming part of the local response to support a 'No Second Night Out' model for the borough, the principle aims of the Basingstoke and Deane Severe Weather Emergency Protocol (SWEP) are:
- To prevent (as far as reasonably practicable) any rough sleeper fatalities from occurring on the streets due to severe weather.
 - To maximise opportunities to engage with long-term rough sleepers who may normally be resistant to engaging with health, wellbeing and support services.
- 1.1.2 Basingstoke and Deane Borough Council (BDBC) has historically used May Place House to allow rough sleepers to sit within their entrance foyer, for periods throughout the night, during extreme periods of cold weather.
- 1.1.3 The council's Housing and Homelessness Strategy (2013-18) identified the need to review provision for rough sleepers within Basingstoke and Deane, including the implementation of a 'No Second Night Out' service delivery model and enhanced SWEP arrangements.
- 1.1.4 Consideration of best practice guidance published by Homeless Link (commissioned by the Department for Communities and Local Government) and a review of existing arrangements resulted in recommendations for change. With the cooperation of a number of existing homelessness services a joint working implementation and delivery plan was developed. The decision was made to provide bespoke enhanced SWEP arrangements by using and adapting an existing accommodation-based supported housing project to provide emergency bed spaces whilst SWEP is active.
- 1.1.5 BDBC agreed to cover the costs of the extra resources needed to accommodate additional rough sleepers should emergency situations arise.

2. Revised arrangements and Procedures

- 2.1.1 Revised SWEP arrangements came into effect from the Winter of 2013/14 and comprised a partnership approach between May Place House, which is Basingstoke and Deane's direct access hostel provision and Mary Rose Court, which is an existing accommodation-based supported housing provision.
- 2.1.2 Following changes in provision in April 2017 there will be a greater role for our Making Every Adult Matter Group (MEAM), rough sleeper outreach

service (Julian House), and May Place House will be supporting but not a base for referrals as previously has been the case.

2.1.3 As a result of these changes, this protocol will outline procedures and practices in relation to:

- Partnerships and information sharing
- Eligibility under SWEP
- Trigger mechanism
- Activation and deactivation of the protocol
- The role of assertive outreach
- Reconnection procedures under SWEP
- Referral and initial risk assessment process
- Access arrangements at Mary Rose Court
- Summary timetable for SWEP operation
- Service facilities at Mary Rose Court
- Staffing at Mary Rose Court
- Follow-up support
- Recording, monitoring and sharing SWEP data
- Joint working protocols
- Protocol agreement – Signatories

3. Partnerships and information sharing

3.1.1 Effective partnership working between key agencies involved with SWEP will secure the best intelligence regarding who is sleeping rough during periods of severe cold weather.

3.1.2 The MEAM group consists of: BDBC, supported housing providers, Community Safety Teams, the Police, the Probation Service, homeless services and charities and substance misuse services. The group meet four weekly to discuss, share and monitor details of the most complex and multiple needs clients in the area.

Throughout the winter period, each MEAM and Move on and Referral meeting will establish the most likely priority individuals for the next four weeks. The group will provide an on-going 'target list' for SWEP emergency accommodation provision, which will include the six individuals prioritised for a SWEP bed space. This is to ensure that emergency accommodation and provision under SWEP can be provided to those who are known to have respiratory diseases or difficulties; are most vulnerable; are least likely or able to protect themselves from the elements and have a known local connection.

3.1.3 Members of the public may wish to report concerns about rough sleepers during severe weather. Contact details for Basingstoke Outreach Services, and other support services will be published on relevant BDBC website pages to ensure that the provision is adequately publicised to partner agencies, the public and relevant front line services. Members of

the public can alert BDBC to rough sleepers by contacting <https://www.streetlink.org.uk/>

3.1.4 The Real Change not Loose Change campaign will also direct and provide information to the public on how they can assist when they see a person sleeping rough.

3.1.5 Details of SWEP provision and activation/deactivation processes will be provided to partner agencies in accordance with the *Key Partner Contacts* sheet attached to this protocol. This will be in the form of a simplified information sheet.

4. Eligibility under SWEP

4.1.1 To ensure a humanitarian response in severe weather, SWEP operates outside of the usual eligibility and entitlement frameworks that govern access to housing. Therefore, SWEP will target particularly vulnerable individuals on the basis of need and not on-going housing entitlement. It will be applied to people who would otherwise be excluded from services, including those:

- With No Recourse to Public Funds (NRPF) and Non-UK EEA Nationals.
- Who have previously been excluded, banned or evicted from accommodation due to their behaviours.
- With no local connection.
- Without rough sleeper verification who have not previously had contact with outreach services and/or support.

5. Trigger mechanism

5.1.1 The trigger mechanism for SWEP to be activated is when the Met Office forecasts three consecutive nights, or more, of weather at a minimum temperature of zero (or below zero) degrees Celsius within the BDBC region. As part of a common sense approach, local conditions such as wind chill, severe rain, flooding, snow on the ground and other predicted extreme weathers will be considered as potential triggers.

5.1.2 The trigger mechanism for SWEP to be deactivated will normally be when the Met Office forecasts two or more consecutive nights of a temperature of one degree Celsius or above. As part of a common sense approach, local conditions such as snow on the ground will be considered when deciding whether or not to deactivate SWEP.

6. Activation and deactivation of the protocol

6.1.1 The Social Inclusion Team Leader from Basingstoke and Deane Borough Council will be responsible for checking the Met Office forecast on a daily basis and will inform the Mary Rose Court Senior Client Services Manager by 12:00 the day *before* SWEP activation if the trigger mechanism detailed above is predicted.

6.1.2 The Mary Rose Court Senior Client Services Manager is the designated SWEP Co-ordinator and is responsible for making the decision regarding whether the SWEP is activated or deactivated. In their absence the Client

Service Manager or designated manager (Home Group) for Basingstoke services will be responsible for calling SWEP and informing *Key Partner Contacts*.

- 6.1.3 Once the SWEP trigger has been identified by the Team Leader for Social Inclusion at BDBC to the Mary Rose Court Senior Client Services Manager, as SWEP Co-ordinator they will telephone May Place House, BDBC Housing Department, the Camrose Centre and the Police by 16:00 the day before SWEP is called to notify them. This is to ensure that:
- The six individuals prioritised for SWEP bed spaces at the previous MEAM group are still relevant and agreed.
 - Julian House outreach team have sufficient time to prepare staffing and make arrangements to receive referrals and conduct assessments under SWEP the next day, when it is operational.
- 6.1.4 The Mary Rose Court Senior Client Services Manager will email all *Key Partner Contacts* by 10:00 on the morning of the day that SWEP is activated to state that it will be operational from that evening. The expectation will be that these *Key Partner Contacts* will disseminate this information to relevant and involved team members.
- 6.1.5 If severe weather is predicted to occur at the weekend then the Mary Rose Court Senior Client Services Manager will inform *Key Partner Contacts* that SWEP is activated from the Friday before the severe weather begins. The Team Leader at BDBC will continue to monitor the weather over the weekend and holiday periods and out of office hours.
- 6.1.6 Once a decision has been made to activate or deactivate SWEP, it will stand until the following day's check. Whilst SWEP is active, the service will be reviewed by the Mary Rose Court Senior Client Services Manager on a daily basis with a decision made every morning whether to open for further nights based on the forecast for the next three days.
- 6.1.7 The situation may arise where the SWEP service closes one night only to open again the following night. Key Partners accept this may occur but believe the clarity of process is important for ease of understanding and make reasonable assumptions considering variable weather conditions.
- 6.1.8 When SWEP is activated or deactivated, a Team Leader at BDBC will organise for the council's website to be updated to include details of who to contact if the public or a stakeholder agency comes across someone who is sleeping rough during the period of severe weather. They will also alert the council's out of hours emergency duty team to advise of activation and deactivation.

7. The role of assertive outreach

- 7.1.1 Once SWEP has been activated, Julian House outreach team will work assertively to track down known rough sleepers and initiate attendance to either their office space, the Council offices or May Place House as a last option for assessment for a SWEP bed space.

- 7.1.2 Assertive outreach may be suspended or re-scheduled if the weather conditions are so severe that staff would be put at risk if they undertook the activity. This decision is to be taken by the outreach team manager.
- 7.1.3 Julian House Outreach team will undertake assessment of a rough sleeper's local connection status and where appropriate and safe to do so will begin reconnection processes and support as soon as possible. Depending on capacity of the Outreach team, it may be that other services can be called on to assist with this support.

8. Reconnection procedures under SWEP

- 8.1.1 In the event that someone is referred under SWEP and they do not have a local connection or recourse to public funds Julian House Outreach team will look to reconnect them back to their former district or country of origin within existing protocols. This will be on the day of the SWEP; the following day or as soon as possible thereafter.
- 8.1.2 Julian House Outreach team continually supports reconnection outside of SWEP. However, if someone presents as a rough sleeper on the day of SWEP; they do not have a local connection and they cannot be reconnected, then they will not be refused access to SWEP provision (see Section 5 regarding *Eligibility under SWEP*).

9. Referral and initial risk assessment process

- 9.1.1 The SWEP referral process aims to be quick and simple, whilst taking account of risk. Where appropriate and where individuals are capable, they will be enabled to engage in the completion of the referral and risk assessment paperwork.
- 9.1.2 Julian House will complete their basic referral form, risk assessment and consent to share form with those who present as rough sleeping and wanting to access a SWEP emergency accommodation bed space. Assessments will be carried out between 10:00 and 15:00 the day that SWEP is activated. Priorities will be made in conjunction with the information shared from the MEAM and MOAR groups; the agreed 'target list'; the six priorities previously identified (see Section 4.2) and in accordance with partner agency agreement (See Section 7.2). Following assessment, a decision will be made by Mary Rose Court if an individual is to be offered a bed space under SWEP, by 4pm on the activation day. This decision will be delivered to the individual by Julian House staff.
- 9.1.3 Mary Rose Court is covered under its existing insurance policy as the provision of SWEP does not entail any change of circumstances. All aspects of Mary Rose Court's Health and Safety Policy and emergency procedures will be followed during any period of SWEP and all referrals from partner agencies must go via Julian House to supply a completed basic referral and risk assessment form.
- 9.1.4 As access to SWEP provision will be primarily open to targeted individuals identified locally and therefore on the SWEP 'target list' these individuals

are likely to be 'known' to the particular group who refer them, and as many details as possible MUST be provided to the Julian House team to support their referral. These details will be vital to the risk assessment and individual's potential entry into Mary Rose Court under SWEP.

- 9.1.5 Information about all aspects of the provision (e.g. rules, opening times, that it is a shared facility, availability of food etc.) will be fully explained to individuals by outreach staff at the referral and assessment stage. With this knowledge, individuals offered an emergency bed space at Mary Rose Court can decide whether they wish to accept the offer. This part of the process is to reduce and avoid instances of 'no shows', abandonments, refusals at Mary Rose Court upon arrival and issues regarding intoxication and behaviours.
- 9.1.6 Once accepted, referral paperwork will be electronically shared with Mary Rose Court and a copy retained with the Outreach team. In the unlikely event that this cannot be shared electronically, this will be hand-delivered to Mary Rose Court
- 9.1.7 Some rough sleepers have partners and will want to be accommodated as a couple. Being part of a couple will not be a reason for being refused access to SWEP accommodation, but referrals will be treated as individuals and consideration to the dynamics of those also accessing the SWEP provision
- 9.1.8 Some rough sleepers may have dogs. Whilst Mary Rose Court does not have provision to accept dogs, having a dog will not be a reason for not being accepted for SWEP accommodation. Options that can be offered will be explored with such individuals.
- 9.1.9 Each night will be treated as a new SWEP night, with an assessment made by Julian House regarding who is the most vulnerable and in need of a SWEP bed for the coming night. It will not necessarily follow that the same individual will have a bed for all consecutive SWEP nights. However, due to on-going and extensive monitoring of rough sleepers carried out by the MEAM group, Julian House Outreach team, Mary Rose Court and any other relevant outreach teams, it is unlikely that individuals offered a bed space under SWEP will vary from one night to the next once it has been activated. However, Julian House and Mary Rose Court will be aware that individuals' needs may change and priorities may change. As an example, an individual may have refused another offer of suitable accommodation in favour of sleeping rough and accessing a SWEP bed space. Another individual may need to access that bed space and therefore, this previous refusal of suitable accommodation will need to be taken into consideration when prioritising bed spaces of an evening.
- 9.1.10 If an individual has a change in circumstances or a known incident occurs that may increase the risk of or to an individual accessing emergency accommodation under SWEP, then a new referral and risk assessment form will be completed by Julian House to take this into account.
- 9.1.11 After SWEP has been initially activated and is operational, Julian House will telephone and/or send an email to Mary Rose Court SWEP staff,

before 16:00 each SWEP night, to clarify the updated list of service users who have been identified for SWEP emergency bed spaces. After SWEP initiation, any changes to the six priorities identified by partner agents at SWEP activation (see Section 4.2), will be agreed between the managers of Julian House and Mary Rose Court, along with the Team Leader for Social Inclusion at BDBC and the single homeless specialist Senior Homeless Prevention Officer. The day after SWEP, Mary Rose Court SWEP staff will email BDBC and Julian House staff to confirm who attended.

10. Access arrangements at Mary Rose Court

10.1.1 Individuals will be expected to travel the 1.5 miles from Julian House offices to Mary Rose Court on foot, with exceptions and alternative travel provision determined on a case-by-case basis by Julian House staff. In exceptional circumstances, where transport is required, Julian House may pay to use a local taxi firm. Exceptional circumstances could include if an individual:

- Has a physical disability, mobility and/or health problems which mean they could not walk the distance.
- Has a learning disability that means that they would not be able to follow verbal or written directions.
- Is not familiar with the local area.

Julian House will provide a detailed map and verbal directions to individuals leaving their offices to access SWEP provision at Mary Rose Court.

10.1.2 Individuals should arrive at Mary Rose Court between 19:30 and 21:30. In exceptional circumstances acceptance timeframes may be extended. Individuals will need to leave Mary Rose Court by 08:00 the following day.

10.1.3 On arriving at Mary Rose Court, rough sleepers will provide their name and date of birth to support staff. This will enable Mary Rose Court staff to cross reference individuals assessed and prioritised by Julian House and will ensure that the correct individuals are admitted for emergency bed spaces. Any rough sleeper arriving at Mary Rose Court who has not been assessed and prioritised for an emergency bed space will be refused access and re-directed to Julian House.

10.1.4 Individuals will have 'house rules' regarding the emergency provision at Mary Rose Court outlined to them by Julian House as part of the assessment. They will be provided with a 'Welcome Letter' at Mary Rose Court to re-iterate these rules. Individuals will be expected to sign a copy of these 'house rules' to ensure that they are committed to adhering to them and so that they are clear of the potential consequences should they breach them.

10.1.5 There will be an agreed procedure between involved partners if individuals who are expected to be admitted to Mary Rose Court under SWEP do not attend the service by 21:30. If Mary Rose Court have concerns about that individual's safety, as assessed on a case-by-case basis, then the following agencies/individuals will be notified:

- Local PCSO.

- CSPO team
- May Place House
- Julian House Outreach team
- If there are concerns, the Police 101 service.
- If there are concerns, Adult Services safeguarding team.

Mary Rose Court do not have staff that could seek people who do not attend the provision.

- 10.1.6 Whilst individuals may be accepted and referred to a bed space under SWEP by Julian House staff, they may still be refused entry to Mary Rose Court if they arrive intoxicated or are demonstrating antisocial behaviour.
- 10.1.7 An appropriate risk assessment tool and subsequent indicators has been agreed between Julian House and the Mary Rose Court Senior Client Services Manager prior to SWEP implementation. As part of this risk assessment Julian House and Mary Rose Court staff must consider the dynamics of the group potentially staying together in a relatively confined space.
- 10.1.8 Safeguarding existing Mary Rose Court residents will remain paramount during the Risk Mapping and Risk Management process. If on a SWEP night Mary Rose Court staff feel that an individual is too high risk for themselves or other guests, staff have the right to refuse that individual entry. This must be balanced against the severity of the consequences for that individual if they are on the street for a night of extreme cold. A decision not to allow entry must also be discussed and authorised by the on-call Home Group Senior Client Services Manager.
- 10.1.9 Any anti-social behaviour should be dealt with according to Mary Rose Court's normal policies and procedures, but eviction from SWEP emergency accommodation should be a last resort and must be authorised by the on-call Home Group Senior Client Services Manager.
- 10.1.10 Mary Rose Court has a zero tolerance policy towards the consumption of alcohol, illegal substances and legal highs on the SWEP provision premises. A risk assessment will be made by Julian House to determine if an individual is able to access SWEP provision under the influence of alcohol, illegal substances and/or legal highs.
- 10.1.11 Any person who presents to Julian House to access SWEP heavily under the influence of drugs or alcohol, will be told to go for a walk and return when more sober.
- 10.1.12 A refusal from a rough sleeper to accept an offer of emergency accommodation whilst SWEP is active will lead to clear information being provided to them by Julian House Outreach team about the risks of cold (or other extreme weather) upon their health, especially if they are using substances. Individuals will always be encouraged to accept support and emergency accommodation that is provided, however it will not be made obligatory.

10.1.13 Individuals will be encouraged to access SWEP facilities (e.g. outreach packs and a hot drink/soup) even if they choose not to sleep in a bed space within the emergency accommodation. An outreach pack will consist of: a hat, gloves, scarf and a hot drink.

10.1.14 If an individual refuses help in circumstances where Julian House or Mary Rose Court staff considers there to be a serious risk to a rough sleepers health, there may be grounds to trigger referrals to other services. This could include a referral to mental health services within Basingstoke and Deane. Julian House Outreach team will follow National Health Service guidance when identifying if and when mental health services should be involved as outlined at:
<http://www.nhs.uk/CarersDirect/moneyandlegal/legal/Pages/MentalCapacityAct.aspx> and <http://www.nhs.uk/CarersDirect/guide/mental-health/Pages/Mentalhealth.aspx>.

11. Summary timetable for SWEP operation

Day One

- The Social Inclusion Team Leader at BDBC identifies that the Met Office forecasts three consecutive nights, or more, of weather at a minimum temperature of zero (or below zero) degrees Celsius within the BDBC region (as part of a common sense approach, local conditions such as wind chill, severe rain, flooding, snow on the ground and other predicted extreme weathers will be considered) and notifies the Mary Rose Court Senior Client Services Manager before 12:00 on the day *before* SWEP is activated.
- Mary Rose Court Senior Client Services Manager identifies the SWEP trigger and telephones Julian House, BDBC and the Camrose Centre by 16:00 to inform them that SWEP will be triggered the next day.

Day Two – Morning

- On the morning of the first active SWEP night, the Mary Rose Court Senior Client Services Manager emails all *Key Partner Contacts* by 10:00 to advise them that SWEP will be active from that evening.
- The six individuals identified as most vulnerable in severe weather and prioritised by the MEAM group for a SWEP bed space are contacted by Julian House outreach team, BDBC or other agencies to inform them of a potential SWEP bed that night.
- Individuals are asked to attend Julian House for a referral form and risk assessment to be completed between 10:00 and 15:00. Any referrals received after 16:00 can still be considered if numbers allow and the team at Mary Rose Court are able to accept them.

Day Two – Evening

- On the evening of the first active SWEP night, the six individuals prioritised for a SWEP bed space are risk assessed by Julian House staff and are accepted for SWEP or refused with full reasons given.
- If a prioritised individual is not accepting a bed space then 'spare' places can be offered to others in order of agreed priority.
- From 19:30 – 21:30 rough sleepers are accepted into Mary Rose Court SWEP beds.

12. Service facilities at Mary Rose Court

12.1.1 There will be SWEP provision for up to six people per night, utilising fold-up beds and sleeping bags if they do not have their own bedding. This service will be provided in a SWEP area of the building with no access to the main Mary Rose Court supported housing service and SWEP guests are not allowed into the main building on risk assessment grounds. SWEP guests will not have individual bedrooms. It is a shared facility and SWEP guests should be informed of this before they agree to the placement.

12.1.2 The following will be provided to all SWEP guests at Mary Rose Court:

- ✓ Fold-up bed in shared SWEP area with a sleeping bag.
- ✓ Access to wash hand basin and toilet facilities.
- ✓ Access to towels and a toiletries pack consisting of a toothbrush, toothpaste and soap.
- ✓ Use of a kettle, provision of hot snacks (e.g. pot noodles, cup-a-soup) tea, coffee, sugar, milk and fresh drinking water.
- ✓ Access to laundry facilities between 20:00 and 02:00.
- ✓ An appointment with Julian House Outreach team within 48 hours of their stay.

12.1.3 Personal belongings remain the responsibility of the SWEP guest throughout the period of stay at Mary Rose Court. SWEP guests will need to remove their belongings on departure from the building every morning as neither Mary Rose Court or Julian House have provision to store rough sleepers' belongings during the day. Julian House are able to take receipt of smaller personal items such as ID, and there are lockers situated in Castons Yard, behind McDonalds at the Top Of Town where bedding may be stored. All SWEP guests will need to ensure that their bedding and belongings at the SWEP provision are tidied away and the area cleaned by 07:45 so that it is ready for general use by all other Mary Rose Court clients. SWEP guests will be required to have signed out of the building no later than 08:00.

12.1.4 SWEP guests will not be able to smoke in the building but they will have the facility to access the smoking area outside as they wish. If SWEP guests smoke in the building they will be asked to leave.

12.1.5 Breakfast provisions may be made available at Mary Rose Court e.g. hot drinks and snacks.

12.1.6 Individuals will be encouraged to use the Camrose Centre facilities at Glebe Hall on Tuesdays, Thursdays and Fridays to access hot meal provisions and support services.

13. Staffing at Mary Rose Court/Extra Ordinary Arrangements

- 13.1.1 The Mary Rose Court Senior Client Services Manager will ensure sufficient and suitable staff are available to be on duty during proposed SWEP nights, before announcing that the SWEP will be operated on a certain night. Whilst SWEP is operational, there will be a dedicated member of support staff at Mary Rose Court from 19:30 until 21:00, with a concierge employed from 21:00 – 08:00. Depending on the risk assessments made regarding the clients accessing SWEP a decision will be made by Home Group Senior Client Service Manager if additional staffing hours need to be in place.
- 13.1.2 A concierge presence can enable SWEP providers to take positive risks in offering individuals presenting with, or known to have, behavioural issues (e.g. aggression) a bed space under SWEP.
- 13.1.3 The Home Group on-call service is provided by experienced managers across the South coast area and will be available for advice if necessary.
- 13.1.4 In recent years we have seen an increase in high snowfall over a short amount of time which has required a 'crisis response' approach. Whilst we recognise that it is not possible to plan for every eventuality and that any action taken will depend on a number of circumstances (that are often not known more than a few days in advance) we recognise the importance of planning for what might be needed should heavy snowfall be forecast to ensure adequate staffing levels at the provision etc. With this in mind, when considering the upcoming forecast, the Team Leader for Social Inclusion will, when alerted to potential heavy snowfall or other 'extra ordinary' conditions, call a meeting with the Outreach Team Leader and Senior Client Services Manager at Home Group. This meeting will enable a detailed plan to be put together and will consider how many people are likely to access the provision, offering a daytime provision or extend the access times, staff availability, concierge cover and so on. Details of any extra ordinary arrangements will be shared with relevant partner organisations at the earliest opportunity.

14. Follow-up support

- 14.1.1 Although this protocol primarily acts as an emergency, responsive, preventative measure for rough sleepers during overnight periods of severe weather, this may also be the first time an opportunity has arisen for an entrenched rough sleeper to come in off the street and stay off the street. All individuals that engage with SWEP will be given a priority appointment with Julian House Outreach team within 48 hours of their stay with the main focus being to identify and undertake further support work around securing accommodation. The outreach staff will refer to BDBC if necessary depending on numbers and capacity.
- 14.1.2 Where possible, hostel vacancies within May Place House will be prioritised for local rough sleepers accessing SWEP, with partner agencies recognising that this may be a unique opportunity to motivate a rough sleeper who may have been previously reluctant to access accommodation and engage with services.

15. Recording, monitoring and sharing SWEP data

15.1.1 The recording, monitoring and sharing of data about those who access or approach under SWEP is key within the borough to:

- Aid future planning.
- Demonstrate effective work.
- Ensure effective information sharing, thus saving time and resources.
- Enable the revision of SWEP procedures and operational process.

15.1.2 Key information that will be gathered by the teams include:

- Names and contact numbers (where clients have them).
- Demographic data: Gender, date of birth, nationality and ethnicity.
- Whether the individual is a verified rough sleeper via MEAM group information.
- The amount of previous contact clients have had with services, where possible
- The number of nights the service has been accessed by any one individual.
- Where clients move on to when they leave SWEP provision.

This information will be used to provide partner agents with statistics and trends to inform and shape future service provision.

15.1.3 Julian House will provide details to BDBC and Mary Rose Court of anyone who refuses or is refused for emergency bed spaces under SWEP, including the circumstances and actions taken.

15.1.4 Mary Rose Court staff will inform BDBC of who attended each SWEP night to ensure that bed spaces are retained for those most in need. This information will be shared with partners accordingly as required.

16. Joint working protocols

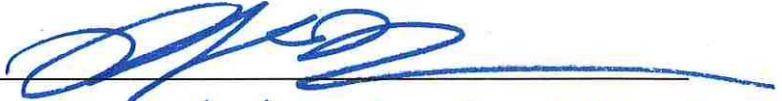
16.1.1 As part of joint working protocols, *Key Partner Agencies* involved have committed to providing a named member of staff who will act as a project lead and who will take responsibility to develop practical working solutions. This will include addressing areas of data protection, confidentiality, information sharing and the most effective method of communication/reporting.

17. Protocol review

17.1.1 This protocol will be reviewed following each period of SWEP operation to address any matters arising and not accounted for in earlier versions.

18. Protocol agreement – Signatories

On behalf of Basingstoke and Deane Borough Council

Name: 
Position within organisation: Social Inclusion Manager.
Signature: Rachel Fletcher.
Date: 26/11/19

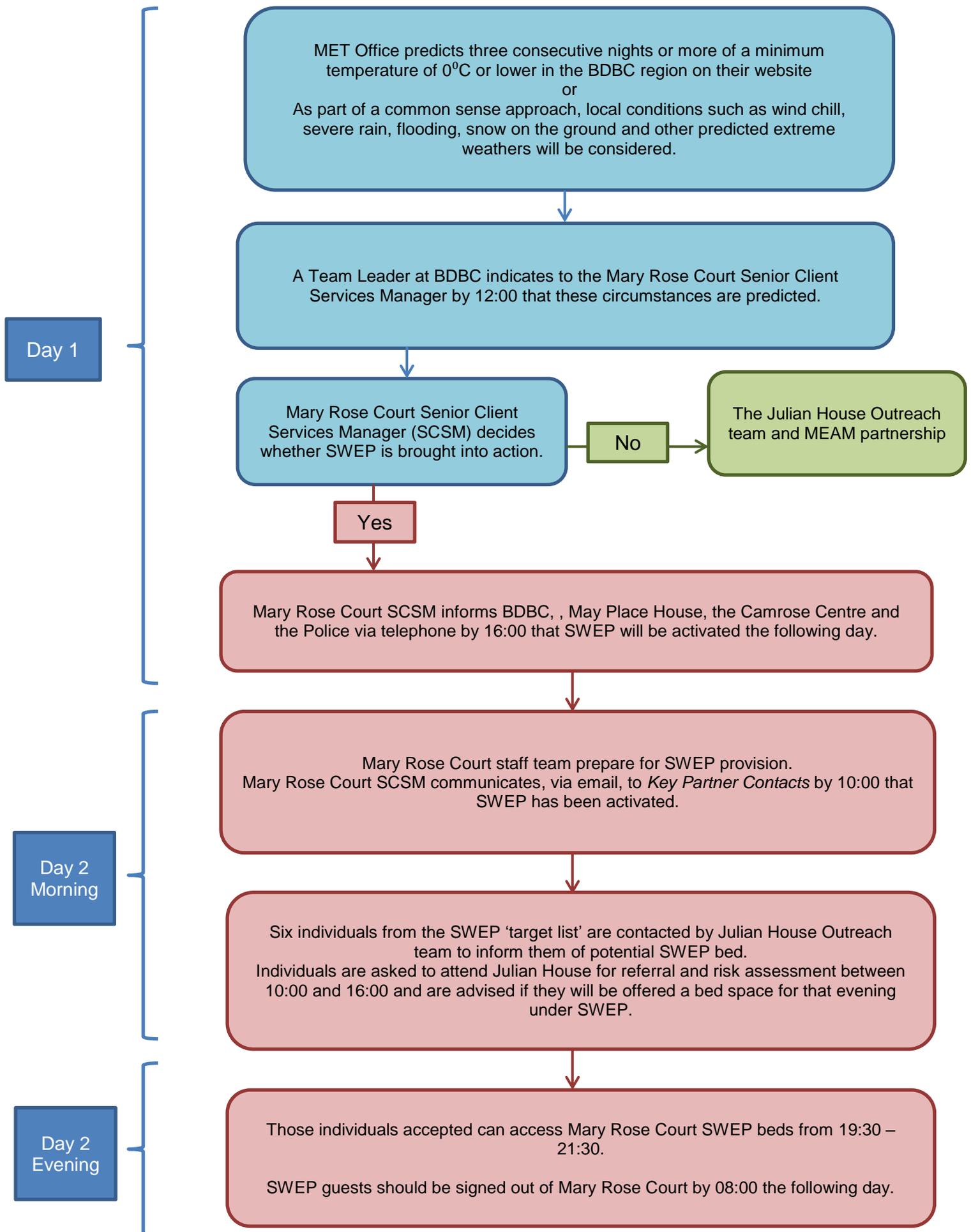
On behalf of Homegroup

Name: Sue Hawkins
Position within organisation: Senior Client Service Manager
Signature: 
Date: 25th November 2019

On behalf of Julian House

Name: Souad Bouterfas
Position within organisation: Service Manager
Signature: **Souad**
Bouterfas
Date: 26/11/2019

Summary of trigger mechanism for the implementation of Severe Weather Emergency Protocol (SWEP) Basingstoke and Deane



Key Partner Contacts

Name:	Job Title:	SWEP Role:	Organisation:	Email address:	Contact number:
Sue Hawkins	Senior Client Services Manager	SWEP activator/co-ordinator	Homegroup	Sue.hawkins@homegroup.org.uk	01256 472233 07725958213 Out of hours 0800 389 6745
Sarah Jones	Client Services Manager	Deputy SWEP activator/co-ordinator	Homegroup	sarah.jones@homegroup.org.uk	01256 472233 07860403548
Souad Bouterfas	Team Leader	Assessment and triage	Julian House	souad.bouterfas@julianhouse.org.uk and basingstoke-outreach@julianhouse.org.uk	01256 322791 07946358963
Nicola Lee	Team Leader Social Inclusion	BDBC liaison-monitor weather.	BDBC	Nicola.Lee@basingstoke.gov.uk	01256 845678
Lorraine Anstey	Project Coordinator	Coordinator of the Night Light Winter Shelter	NLWS	contact.nlws@gmail.com	
Alliance of Basingstoke Churches		Relevant Partner Agency	Alliance of Basingstoke Churches	Alliance_abc@yahoo.co.uk	-
Basingstoke Street Pastors	Basingstoke Street Pastors	Relevant Partner Agency	Basingstoke Street Pastors	BASINGSTOKE@StreetPastors.org.uk	07899 913220
Town Centre Police	Police	SWEP Partner	Hampshire Police	Basingstoke.Town.Police@hampshire.pnn.police.uk	
Trevor Taylor	Police	SWEP Partner	Hampshire Police	Trevor.taylor@hampshire.pnn.police	
Claire Farrow	Manager – The Camrose Centre	SWEP Partner	Basingstoke Voluntary Action	Camrose@BVAction.org.uk	01256 423816

Name:	Job Title:	SWEP Role:	Organisation:	Email address:	Contact number:
Oli Walker	Case File Builder	SWEP Partner	Safer North Hampshire and BDBC	oliver.walker@communitysafetynh.org	
BID Rangers	BID Ranger	Relevant Partner Agency	Basingstoke Together	ranger@basingstoketogether.co.uk	01256 331010/ 07821131027
Environmental Care Team Leader (Town)	Team Leader	Relevant Partner Agency	BDBC	Phil.Harrison@basingstoke.gov.uk	C/o Operations Support Officer 01256 845684.
Ian Farr	Team Leader Homelessness and Advice	SWEP Partner	BDBC	ian.farr@basingstoke.gov.uk	01256 845422
Sarah Moore	Jacobs House	SWEP Partner	Inclusions	Sarah.Moore@mpft.nhs.uk	03001240103 option 2
Citizens Advice	Advice Services Manager	SWEP Partner	Citizens Advice Bureau (Basingstoke)	clerical@basingstoke.cabnet.org.uk	01256 845877 or 01256 329984
Rachel Fletcher	Social Inclusion Manager	SWEP Partner	BDBC	Rachel.fletcher@basingstoke.gov.uk	01256 845373
Daniel White	Community Safety Services Coordinator	SWEP Partner	BDBC	Daniel.White@basingstoke.gov.uk	01256 844844
CSPO's	Community Safety Patrolling Officers	SWEP Partner	BDBC	cspo@basingstoke.gov.uk	01256 845700

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Abbi Finney	Service Leader	SWEP partner	Two Saints/MPH	Abbi.Finney@twosaints.org.uk	01256 840110
Probation	Probation	SWEP partner	Probation	SWSCNPS.hampshire.ldu@justice.gov.uk HIOWCRCSecureNorth@interservejustice.org	