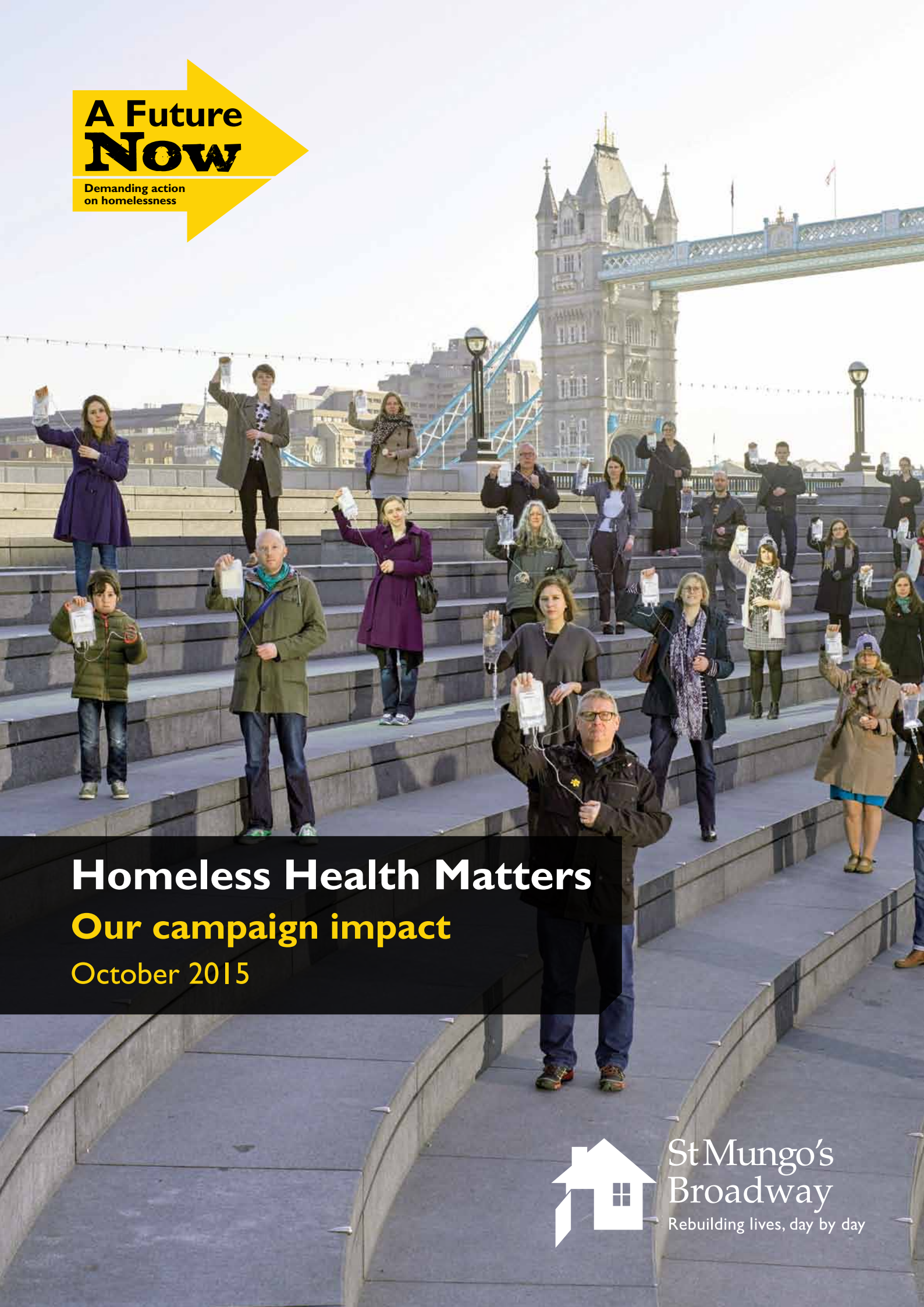


A Future Now

Demanding action
on homelessness



Homeless Health Matters
Our campaign impact
October 2015



St Mungo's
Broadway
Rebuilding lives, day by day

Homelessness hurts

St Mungo's Broadway provides a bed and support to more than 2,500 people a night who are homeless or at risk. We see the impact of poor health for our clients, and support our clients to improve their physical and mental health as part of their recovery from homelessness.

Our specialist health services

Our **LifeWorks** service provides psychotherapy to our clients, regardless of substance use. In Bristol, our **Assertive Contact and Engagement (ACE)** service reaches out to people who currently find it much harder than most to access mental health services. **The Sanctuary** and our **Men's Crisis House** support people in distress or facing mental health crisis.

Our **Hospital Discharge Network** provides beds for people to recover when they leave hospital, reducing emergency readmissions. **StreetMed** is an innovative nurse led project that combines the skills of nursing and homeless outreach to help clients overcome barriers to healthcare.

Our **Homeless Health Projects** in Hammersmith and Westminster work to improve the health of people living in hostels.

We provide **end of life care** for clients, and training for staff.

Homeless health matters

Research shows that the average age of people who die while homeless is **47**. For women, it is just **43**.

Beyond our own services, we need local and national government to better understand, measure and meet the health needs of people who are homeless. We launched our Homeless Health Matters campaign in October 2014 with the aim of improving the poor health experienced by homeless people.

Single homelessness

St Mungo's Broadway works primarily with single homeless people – those who are homeless but do not meet the priority need criteria to be housed by their local authority. This group includes couples without children. Single homeless people may be sleeping rough, living in hostels or other supported accommodation, sofa surfing, or living in squats. Many need significant support to move on from homelessness.

Cover photo: St Mungo's Broadway clients, staff and supporters demand better healthcare for people who are homeless on World Health Day, 7 April 2015

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Brian's story

Brian is 57. After two years sleeping rough, he moved into a St Mungo's Broadway hostel in Hackney. Brian has angina, suffers from anxiety and depression, and drank 28 cans of cider and beer a day.

When he collapsed in his hostel room, Brian was taken to hospital and diagnosed with cirrhosis of the liver. Once he left hospital, he was accepted into the Hospital Discharge Network where the on site nurse and visiting psychiatrist and GP offered him help with his drinking and his mental health.

He says: "Since I've been in the unit, I've had so much help. I get looked after so well that I've cut down [my alcohol intake] to three or four cans a day. It's been hard but I've got the staff here to support me."

"Since I've been in the unit, I've had so much help. I get looked after so well that I've cut down [my alcohol intake] to three or four cans a day."

His mental health has improved. "The anxiety stopped me from leaving my room. That has changed now. I attend art, cooking and pottery classes."

But Brian's story could have been very different. Too many people who are homeless are discharged from hospital back to the streets.

"If it wasn't for a place like this, who knows what would have happened."

"If it wasn't for a place like this, who knows what would have happened. When you're on the streets and it's pouring with rain or snow, you're down and out, you tend to think things... When you come to a warm bed and staff, things change."

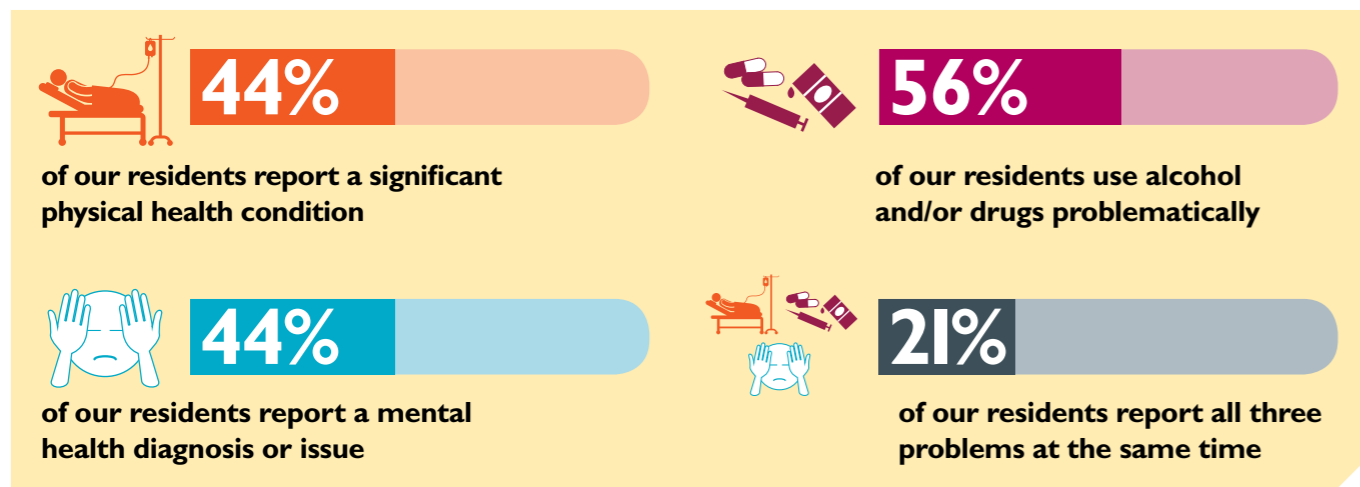
Brian's story has also been featured in theguardian.com – 'Homeless people discharged from hospital had nowhere to go – until now' (19 August 2015).

Our case for change

Homelessness is a health issue

- **44%** report a long-term physical health problem, compared to **37%** of the general population.
- **44%** have a diagnosed mental health condition, compared to **23%** of the general population. **86%** report mental health difficulties.¹

This research by Homeless Link backs up what we know about residents in our hostels and supported housing. According to a recent survey of 1,940 St Mungo's Broadway residents:²



People who are homeless face barriers to accessing services and improving their health.

- Many miss out on mental health care, particularly if they have substance use issues
- Health services are designed to treat one condition at a time, rather than multiple health problems
- Despite recent improvements, some homeless people still struggle to register with a GP
- 51% of people who are homeless lack the basic literacy skills needed to understand written information, like medical guidance and appointment letters.³

People who are homeless face poorer health than most, and yet they struggle to access the care most people take for granted. All the way through our National Health Service, starting with the Secretary of State, there is a duty to reduce health inequalities like these.

¹ Homeless Link (2015) <http://www.homeless.org.uk/facts/homelessness-in-numbers/health-needs-audit-explore-data>

² Survey of 1,940 St Mungo's Broadway residents, May 2015

³ St Mungo's Broadway (2014) Reading Counts <http://www.mungosbroadway.org.uk/documents/5078/5078.pdf>

How is our campaign creating change at the local level?

We asked local decision makers to understand and include homeless health in their planning, and to commission services that meet the needs of local people who are homeless.



	Campaign activities
	Campaign milestones
	Campaign goals

Our impact

Since October 2014, 35 Health & Wellbeing Boards have signed up to our Charter for Homeless Health.

- | | |
|------------------------------|------------------------|
| 1 Bath & North East Somerset | 17 Hampshire |
| 2 Birmingham | 18 Haringey |
| 3 Blackburn with Darwen | 19 Herefordshire |
| 4 Bradford | 20 Hounslow |
| 5 Brent | 21 Islington |
| 6 Bristol | 22 Lambeth |
| 7 Camden | 23 Leeds |
| 8 Cornwall | 24 Leicester |
| 9 Coventry | 25 Lewisham |
| 10 Durham | 26 Luton |
| 11 Ealing | 27 Merton |
| 12 Essex | 28 Newcastle upon Tyne |
| 13 Gateshead | 29 Rochdale |
| 14 Greenwich | 30 Sheffield |
| 15 Halton | 31 Tameside |
| 16 Hammersmith & Fulham | 32 Walsall |
| | 33 Waltham Forest |
| | 34 Wigan |
| | 35 Wokingham |



A Future Now

Demanding action on homelessness



St Mungo's Broadway

Rebuilding lives, day by day

Charter for Homeless Health

Signed:

Bath & North East Somerset	Coventry	Haringey	Newcastle upon Tyne
Birmingham	Durham	Herefordshire	Rochdale
Blackburn with Darwen	Ealing	Hounslow	Sheffield
Bradford	Essex	Islington	Tameside
Brent	Gateshead	Lambeth	Walsall
Bristol	Greenwich	Leeds	Waltham Forest
Camden	Halton	Leicester	Wigan
Cornwall	Hammersmith & Fulham	Lewisham	Wokingham
	Hampshire	Luton	
		Merton	

Health & Wellbeing Boards

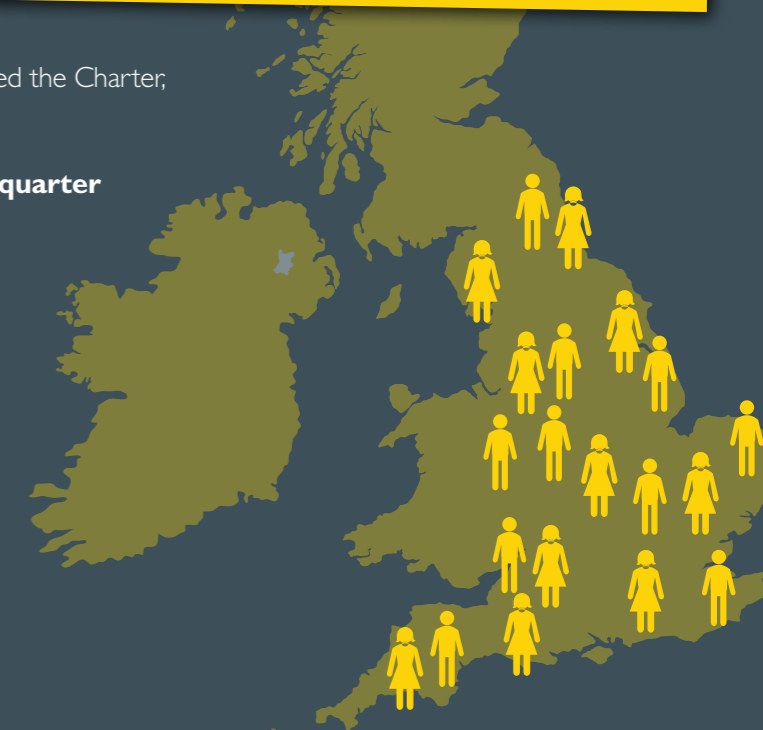
Nearly **1 in 4** English Health & Wellbeing Boards signed the Charter, including Boards in **every region of England**.

Plans made by these **35** Boards affect the health of **a quarter of England's population – 13 million people**.⁴

Last year, in these 35 local areas:

- More than **32,000** households made a homelessness application to their local authority⁵
- Nearly **68,000** at risk households were offered homelessness prevention and relief support⁶

Over **2,600** people were seen sleeping rough during 2014-15 in the **12 London boroughs** that signed the Charter.⁷



⁴ Based on mid-2013 population estimates, Office for National Statistics (ONS)

⁵ Department for Communities and Local Government (DCLG) (provisional, 2014-15) Total decisions made under homelessness provisions by local authorities

⁶ DCLG (provisional, 2014-15) Total homelessness prevention and relief cases reported by local authorities

⁷ Combined Homelessness and Information Network (CHAIN) Annual reports 2014-15

Our impact

We surveyed the Health & Wellbeing Boards who signed the Charter to find out about the impact of the Homeless Health Matters campaign.

Improving knowledge



7 in 9 Health & Wellbeing Boards who responded to our survey agreed that the campaign improved their knowledge of homeless health issues.



88% found St Mungo's Broadway reports and guidance documents 'helpful' or 'very helpful'.

Encouraging action



6 in 9 of Health & Wellbeing Boards who responded to our survey said they made new homeless health plans after signing the Charter. Most often, Boards reported new plans to consult with people who are homeless on health plans (four Boards).

How are Health & Wellbeing Boards implementing the Charter?

Health & Wellbeing Boards who signed the Charter said they were:

- Gathering local information using a homeless health needs audit.
- Consulting local homelessness organisations on their Joint Strategic Needs Assessment.
- Improving joint work between housing and health services.
- Agreeing to develop a hospital discharge protocol for people who are homeless.

"We want to try to reach those clients not currently engaged with services such as those involved in the sex industry."

"We are in the process of completing a Homeless Health Needs Audit using the Homeless Link approach."

Highlighting good practice

Some Health & Wellbeing Boards told us that they had plans in place to address the health needs of homeless people before they signed the Charter.



7 in 9 said they already included or planned to include the health needs of homeless people in their Joint Strategic Needs Assessment (JSNA).



7 in 9 said they were already commissioning or planning services that meet the health needs of local people who are homeless.

We were pleased to find that so many Health & Wellbeing Boards were already taking action. As part of the campaign, we spread good practice through local and national media coverage to raise awareness among the public and other Health & Wellbeing Boards.



135 pieces of Homeless Health Matters media coverage, with a reach of 7.6million

f 21,351 people reached on Facebook

t 267,619 impressions on Twitter

By signing the Charter for Homeless Health, Health & Wellbeing Boards are showing their public commitment to continue their work in the longer term.

"By signing St Mungo's Broadway's Homeless Health Charter today we are committing to identifying the specific needs of homeless people, developing services that take those needs into account and that are welcoming and easy to access."

Dr Martin Jones, Bristol Health & Wellbeing Board

"Homeless people are particularly at risk as they might not have the same access to GPs that others enjoy, nor the same support of family and friends, so it is imperative we commit any help we can offer to address this."

Cllr Vivienne Lukey, Hammersmith and Fulham Health & Wellbeing Board

Our learning

Engaging with Health & Wellbeing Boards across England helped us to learn useful lessons for the future about campaigning and the health system.

Feedback on our Charter for Homeless Health

To understand why some Health & Wellbeing Boards decided not to sign the Charter, we analysed comments from 28 Boards to find the most common themes:



The Charter for Homeless Health was designed to start conversations about homeless health with Health & Wellbeing Boards across the country and generate a commitment to act. Though feedback shows that other campaigns have taken a similar approach, Charter has proved to be a useful tool.

Even in areas that didn't sign, the campaign helped us raise awareness and share our knowledge, guidance and information about homeless health with a wider audience.

We learned that thousands of local campaigners across the country care about homeless health in their area. We are grateful to all our campaigners and organisations like the British Medical Association (BMA) and Medsin that got involved in our campaign.

Campaigning during the election

Local elections in May 2015 led to changes in leadership for many Health & Wellbeing Boards, including some that had already signed the Charter.

We have found that homeless health is an issue of concern to local leaders across the political spectrum during our campaign, and we look forward to working in areas with new Health & Wellbeing Board chairs to take forward their work on homeless health.

Our next steps, local and national

The Charter for Homeless Health is just the first step towards a healthier future for people who are homeless. We will support and monitor Health & Wellbeing Boards as they put the Charter into practice by:

- Sharing our information, advice and experience
- Encouraging Health & Wellbeing Boards to engage with our services and clients in areas where we work
- Making plans to repeat our audit of local JSNAs with Homeless Link to monitor progress. In 2014, we found that only a quarter included detailed information about single homelessness.⁸

We invite all Health & Wellbeing Boards to stay in touch with St Mungo's Broadway to discuss your progress and challenges. We also encourage other Board to sign up to our Charter for Homeless Health.

We would like to thank all Health & Wellbeing Boards who have supported our Homeless Health Matters campaign. We look forward to hearing feedback from several local areas currently considering the Charter, including the City of London Adult Wellbeing Partnership.

Our Homeless Health Matters petition

Healthcare services should understand and meet the needs of people who are homeless in their area. Local understanding and action is vital to tackle health inequalities that hurt people who are homeless the most.

But national government also plays a role in improving homeless health. That is why we launched our **petition to the Health Secretary to make homeless health a priority.**

We have identified two key areas where national leadership is needed:

- **No one should be barred from mental health treatment because they are struggling to tackle drug or alcohol issues.**

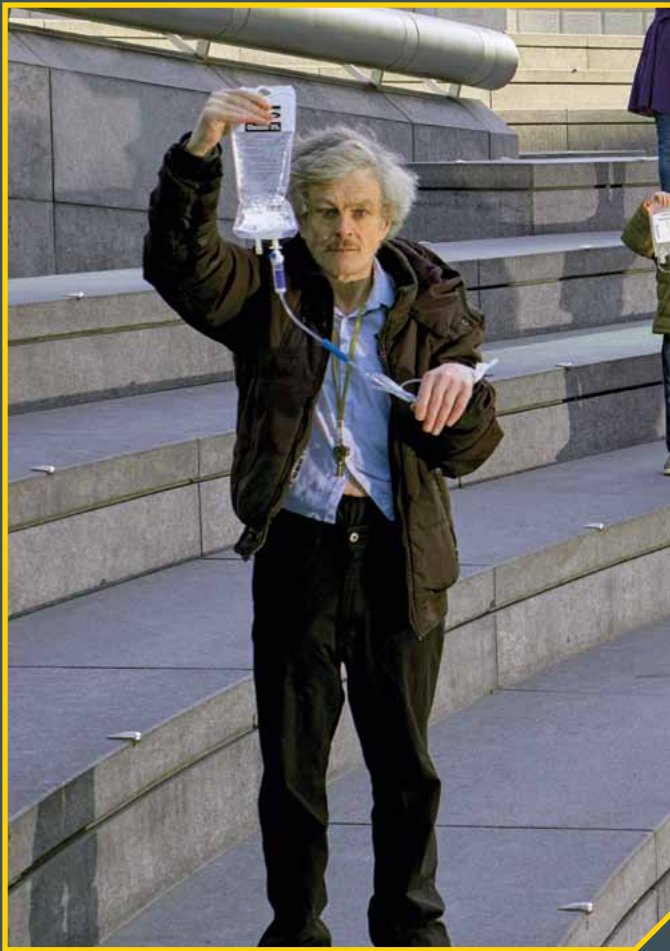
We need research into better mental health treatment for people with complex needs.

- **No one should be discharged from hospital onto the street.**

We say homeless hospital discharge should be an NHS priority.

Since July 2015, more than 12,000 people have signed the petition to make homeless health a priority. There is public support for further action and we look forward to working with government to deliver a better future for people who are homeless.

⁸ St Mungo's Broadway & Homeless Link (2014) Needs to Know <http://www.mungosbroadway.org.uk/documents/5380/5380.pdf>



A Future Now

**Demanding action
on homelessness**

About St Mungo's Broadway

Our vision is that everyone has a place to call home and can fulfil their hopes and ambitions. As a homelessness charity and a housing association our clients are at the heart of what we do.

We provide a bed and support to more than 2,500 people a night who are either homeless or at risk, and work to prevent homelessness.

We support men and women through more than 300 projects including:

- Emergency, hostel and supportive housing projects
- Advice services
- Specialist physical and mental health services
- Skills and work services

We believe in our clients' potential. We are committed to every individual's sustainable recovery.

We currently work across London and the south of England including in Bristol, Reading, Milton Keynes, Oxfordshire, Gloucestershire, Essex and Sussex, as well as managing major homelessness sector projects such as StreetLink and the Combined Homelessness and Information Network (CHAIN).

Follow us on

 www.twitter.com/MungosBroadway

 www.facebook.com/StMungosUK

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www.mungosbroadway.org.uk

St Mungo Community Housing Association is a registered charity and a limited company registered in England and Wales
Registered Charity No. 1149085 Company No. 8225808
Housing Association No. LH0279



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