Nottinghamshire Single Homeless Pathway Service Map

The table below outlines the services which make up the 'single homelessness pathway' in each district and borough council, grouped into key stages. While each service is listed under a specific stage, some may span multiple in practice. The examples in the top row illustrate what a comprehensive, best-practice service offer might include, serving as a reference to support a gap analysis.

Key

- Block colour: Services commissioned or part funded by council
- Transparent: VCSE services not receiving council funding
- Circle: New services/ pilots/in transition

	Upstream prevention	Outreach and Identification	Assessment and Navigation	Temporary and Transitional Accommodation	Secure Accommodation
Examples of what we are looking for under this banner	• *Pre-56 days interventions/ early help e.g. tenancy sustainment/ floating support* • *Housing advice services* • *Debt/money advice and welfare support* • *Mediation (e.g. for young people at risk of family breakdown, or private tenancy disputes)* • *Call before you serve or eviction prevention in the PRS e.g. rent deposit/bond/guarantee schemes* • *Pre-eviction protocols* • *Employment, training, skills support (to reduce risk of homelessness)* • *Targeted prevention (e.g. transitions - prison release, D2R, out of hospital discharge; and high risk groups e.g. care leavers, domestic abuse)* • *Others may include: warmer homes prescription scheme, handyperson adaptations, retrofit services (opportunities for prevention from Public Health / other council teams)*	• *Street outreach teams* • *Community referrals (schools, GPs, voluntary organisations, housing associations)* • *Rough sleeper counts/verification* • *Drop in centres*	• *Local authority application of powers and duties* • *Initial triage and eligibility assessment* • *Personalised Housing Plans (PHPs)* • *Case management/ navigation (statutory cases and street services)* • *Crisis (56-days) and emergency (imminent risk of rough sleeping) prevention*	• *Refuges/ night shelters / emergency crash pads* • *Temporary accommodation (hostels, B&Bs, supported housing placements)* • *Supported housing provision (incl.. specialist provision e.g. for women fleeing domestic violence, young people, people with complex needs)* • *RSAP* Note: we expect to gain a much more complete picture of temporary and supported accommodation following the release of the Homeless Link review	• *Housing First* • *Social housing allocations and access* • *Private Rented Sector (PRS) access schemes* • *Repeat prevention (e.g. floating support, tenancy sustainment)* • *Health-/ care-led long term supported accommodation*
Mansfield	Universal prevention **Healthy Homes Hub** • Delivered by Nottinghamshire Healthcare • Home assessment and advice on energy efficiency and available support • Signposting to and address referrals from partner agencies (e.g. NHS) • Funded to March 2025 **Financial advice service (Beacon Project)** • *Freedom Charity* • Debt advice drop in • Free & open to anyone Pre-56 days housing interventions **Flexible use of rent arrears and service changes** • MDC Housing Solutions Team **Call B4 You Serve mediation and negotiation support** • Funded by MDC - pay to DASH (Derby City) to be a part c.£12k **Citizens Advice Service** • Co-located in Civic Centre • Some dedicated PRS office • In anticipation of increase in notices (RRB) and selective licencing Targeted prevention **Refugee Futures** • Delivered by Turnium Housing Association • Support to those resettled through the Syrian Vulnerable Persons Scheme • Commissioned by Ashfield and Mansfield **Hoarders support service** • Delivered by Jigsaw • Requires referral from Housing, Social Worker or Local Council • Work across MDC and Bassetlaw **Early Intervention Rough Sleeping Officer** **Pre-eviction protocol - Pilot** Linked services represent those which cross district/borough councils	Drop-in centres **Beacon Project** • Local community drop-in providing hot drinks, support, showers and advice, run by volunteers • Church funded / donations Note: Off street offer is known gap - currently working with MEAM to create clear pathway, including direct access bedspaces Winter night shelter **Winter Night Shelter and SWEP** • New commissioned winter project • Transitions Housing Outreach **Sherwood Forest Hospital Outreach Nursing Team** • SWD and hospital on reach focus • Covers Kingsmill, Mansfield Street 3rd and Alexander Lodge TA • *Funded in partnership with Ashfield and Newark and Sherwood*	Housing team case management **Universal referral form for RH providers** • Introduced in 2025 • Only 2 providers signed up **Priority banding for households served a possession order** • MDC Housing Options Team **Continue to accommodate R5 using discretionary powers** Embedded Practitioner - DV **Mary Ackenzie DV Lead - MAP** • Mansfield Women's Aid • Co-location - Mansfield Police HQ • DV Advocate - Mansfield Police HQ • Mansfield Women's Aid Refuge • Mansfield Women's Aid Outreach services inc.	Temporary accommodation **9 dispersed units properties** • All own stock TA • Now accepts pets in dispersed **32-bed hostel (Tideswell Court)** **Harwood Road Day Centre** • 30 bed temporary accommodation hostel for single homeless people aged 18+ who are vulnerable, requiring/able, offending, drug/alcohol dependency, mental health, learning disabilities • Delivered by Framework • Managed by Framework • PH Funded Note: MDC's TA stock is currently under refurbishment Supported accommodation **Off the street rough sleeper accommodation - winter offer (12 units)** • Delivered by Transitions Housing • 12 bed spaces funded by Rough Sleeper Grant 2024-2025 • Funded by RSAP **Complex needs SH - 16 Units** • Delivered by MDC & partner if properties • Additional support provided by sustain tenancy and signpost to specialist services • Funded by JSS Other SH Units (12 Providers incl. Transitions CIC) **80 SH Units** • Delivered by Framework • PH CC funding **Five Steps Sustainable Tenancy Unit** • Delivered by Framework, Turning Point, Crossroads Care and Nottinghamshire NHS • Service delivery leads on accommodation, DA, MH, SUD, Health, Employment, Education and Training • Wraparound support, including mentoring, advocacy, peer support, employment and volunteering • Funded by NCC **5 Foot Steps 'Step-Down' Units** • Self-contained units for ex-rough sleepers who require independent living, with some support Delivered by Ashton Housing • Funded by NCC • Funded by RSAP pot **Next Steps Move-On Flat** • Delivered by Nottingham Community Housing Association • A team of complex support for individuals to leave supported accommodation and live in their own home • Supports clients to gain independent living skills, sustain tenancies, and access affordable accommodation • Funded by Nottingham City Council • Wraparound support delivered by Framework • Funded by Million Pressures (MHCLG) SHIP **SHIP Programme** • Delivery of affordable, supported accommodation for people with complex needs and challenges, including Young People, Mental Health, Learning Disabilities, Ex-Offenders, Rough Sleepers, and Housing Benefit Shortfall • Commissioned services include Housing Management, Support, Maintenance, Repairs, Void Management, Lettings, and Administration in-house • Funded by NCC • Pilotted through to March 2026 Refuge **Women's Refuge (Notts Women's Aid)** • Funded by Public Health (refuge) and Office of the Police and Crime Commissioner **Women's Refuge (Notts Women's Aid)**	PRS access **Housing Options Service** • Advice & prevention services for those at risk of homelessness • Offer a Tenancy Sustainment Service to those who are housed • Offer a Rent Deposit Scheme • Co-ordinated by service manager • Delivered by Framework • Funded by RB grant • Rent Deposit Scheme funded from Home Office Rough Sleeper Initiative Housing First **First Steps Housing First (55 units)** • Delivered by Framework • 3 Support Officers provide 'Assertive Outreach' support to tenants • Co-ordinated by service manager • Housing provided by RP partners • Funded by RB grant • Housing First Pilot funded from Home Office Rough Sleeper Initiative • Housing provided by Nottingham Community Housing Association, Platform Housing, Futures Housing Group • Housing management support
Ashfield	**Refugee Futures** • Delivered by Turnium Housing Association • Support to those resettled through the Syrian Vulnerable Persons Scheme • Commissioned by Ashfield and Mansfield SDLs Pre-56 days housing interventions **Prevention and Resettlement PRS Officer** • In process of recruiting Universal prevention **Broxtowe Youth Homelessness School and College Engagement**	Winter night shelter **24/25 Winter night shelter at Welbeck Street Cafe** • Welbeck Street TA • May feature in 25/26 Outreach **Sherwood Forest Hospital Outreach Nursing Team**	Housing options team case management **Single households offer at relief stage** **Flexible, use discretionary powers to accommodate people where possible**	Temporary accommodation **Welbeck Street and Penn Street TA (Framework)** **c.40 units of council own stock** **B&Bs** Supported accommodation **20 SH units for individuals with medium and high complex needs** • Funded by MHCLG (2020 - still ongoing?) **17 one-bed self-contained apartments** • Directly commissioned • Provided by? **5 move-on apartments** • Directly commissioned • Provided by? **Serenity Service** • Accommodation and specialist support for 37 women and children fleeing DV • MHCLG DA funding Refuge **Juno Women's Aid (refuge and DV support)**	PRS access **Homeless Prevention Fund** • Supports PRS access • Between 2019 and 2023, supported 150 households • Funded by HPG **Bond Guarantee Scheme** • Support individuals into affordable private sector housing • Funded by ADC **Empty Homes Officer** • Bond backed with Ecos • Ecos will lease properties • Ecos will manage properties (we use for Ukrainian refugees) Most rough sleepers are placed in band 3 for SH allocation. Council tenants - short period of **tenancy sustainment support** **Prevention and Resettlement PRS Officer** • In process of recruiting **Juno Women's Aid** • Started procuring LT AST • Looking to expand • Currently in Sutton, Ashfield
Newark and Sherwood	Universal prevention **Broxtowe Youth Homelessness School and College Engagement** • Spot funded if they access a school **Citizens Advice Face-to-face Programme** • Delivered by NSDC • Financial inclusion & employment advice/benefits advice services • Delivered in partnership with a community-based third sector income management provider, for residents of NSDC, including vulnerable residents and those at risk of homelessness • Welfare specialist Targeted prevention **DV Sanctuary Scheme** • Notts Women's Aid • Support for women to remain in their homes • Provides additional security • Part-funded by N&S Pre-56 days housing interventions **3 Tenancy Support Officers** • 6 & 6 week resettlement provision **Looking to recruit Homelessness prevention officer** will do some pre-56 day outreach etc. **Arrangements with local landlord network** via PRS offer	Drop in centres **The Well drop-in service** • For homeless singles and rough sleepers • New location in 25/26 • Community cafe & drop-in service • Funded by NASC **Impact Faith Group** • Running for years on Monday night. • Drop in • Substance misuse support Outreach **Sherwood Forest Hospital Outreach Nursing Team**	Housing team case management **Offer for single households at relief stage - no accommodation under discretionary powers. Most accommodated in TA/HMOs**	Temporary accommodation **36 TA units** • Owned • x10 2 beds • x6 1 bed • x10 1-bed flats • x10 1-bed to 3-bed Do use B&Bs sometimes if don't have risk assessment/ hard to accommodate. Supported accommodation **Supported Housing** • Framework (Russell House) • Emmaus Trust • Nottingham Community Housing **Women's Refuge (Notts Women's Aid)**	PRS Access **Landlord liaison officer** • Runs tenant finder service (PRS access) • Offer paper bonds Tenancy Sustainment **3 Tenancy Support Officers** • & 6 week resettlement provision • (8ft have in house tenancy sustainment) Social housing access **Ready to move on Officer** • Liaised with areas if single households have the skills to sustain a tenancy • If successful, moved to Band 2 **Otherwise bands 1-3**
Broxtowe	Universal prevention **Broxtowe Youth Homelessness School and College Engagement** **Citizens Advice mediation service & specialist housing advisor** • Administer homelessness prevention fund (sent in from Broxtowe PRS etc) • Run drop-in session in Eastwood **Part 6 applications screening** **Screening social housing applications for signs of homelessness risk** Pre-56 days housing interventions **Call before you serve** (HPF) • Provided by DASH **Clearing arrears for own tenancies** • When notice served • Has to be sustainable long-term (HPF) **In-house tenancy sustainment** • Internal pre-eviction protocol • Only 1 eviction from own stock	Winter night shelters **Winter night shelter at Elizabeth house** • Planning to bring in-house for 25/26	Housing team case management **'Everyone In' approach for verified rough sleepers** **Statutory service** **Universal referral form - SHIP** Embedded Practitioner **Embedded domestic abuse worker in Housing Team** • Juno Women's Aid • Funded by County Council	Temporary accommodation **21 TA units** • DV which handful for single applicants (often placed in B&Bs OOB in the city) Supported accommodation **25 space SH for single homeless at Elizabeth House** • Delivered by Framework • 24/5 supported by 16 full-time staff • Funded by RSAP • Directly rough sleeper led • Funded by CC PH **13 units for rough sleepers** • RSAP funded • Split across 3 sites **Juno Women's Aid (refuge and DV support)**	Social housing access **Universal ready to move on Officer** • Covers Core providers (Broxtowe, Gedling) and non-supported • Short term Tenancy Manager PRS Access **Deposit guarantee scheme** • Rarely used - tend to use HPF instead **Support in looking for PRS placements**
Rushcliffe	Universal prevention **Broxtowe Youth Homelessness School and College Engagement** **Grant fund Citizens Advice to provide debt and housing advice** Targeted prevention **Sanctuary Scheme** • For households in Rushcliffe • Range of security measures • Homelessness Prevention Fund **Use of discretionary housing payments (DHP)** to help pay shortfall in rent **Call Before you Serve - Landlord mediation service** • Provided by DASH	Drop in centre **Winter night shelter at Elizabeth house** **The Friary** • Drop in services, GP access, benefit application, access to mental health, nurses, employment support • Open to all, located in Rushcliffe	Housing team case management **No use of discretionary powers - application of part 7 statutory services** **Relief offer for non-priority singles in mediation, prevention fund and supported housing** **Embedded domestic abuse worker in Housing Team** • Juno Women's Aid • Funded by County Council	Temporary accommodation **Family homeless hostel** • Owned by the Council which can be used for pregnant single and couples - additional to target numbers **25 space SH for single homeless at Elizabeth House (Framework)** • Move on agreement **13 units for rough sleepers** • RSAP funded • Split across 3 units **Juno Women's Aid (refuge and DV support)**	PRS Access **Speed to Bone fund** • Available to help support households access accommodation • Fund is for those who are at risk of a Housing Crisis and who are unable to access and/or bypass Nottinghamshire Choice Based Lettings scheme (CBL) approach (they offer a suitable 12 month AST Social housing access **Non-priority singles allocated band 3** **Councils Choice Based Lettings scheme (Homesearch)** • Singles can apply to join to the waiting list for social housing
Gedling	Universal prevention **Broxtowe Youth Homelessness School and College Engagement** **Citizens Advice** • co-location on a Friday **Enhanced google searches** • Pay for Gedling to be top search if key terms are typed in Targeted prevention **Direct help and advice** • Room in Council every week. Eviction prevention. Legal service **Arrangement with Jigsaw Homes** • Income recovery team alert if arrears/ court proceedings **Call before you serve** • Use the derby one **HP fund** • Used to clear arrears, court costs etc.	Winter night shelters **No longer using Gedling Borough** • Ongoing discussion with Ashfield • Unlikely to happen - next year	Housing team case management **Case by case basis (e.g. weather) - no blanket approach** **Embedded domestic abuse worker in Housing Team** • Juno Women's Aid • Funded by County Council	Supported accommodation **25 space SH for single homeless at Elizabeth House (Framework)** **Stepping Stones** • Supported accommodation for individuals with a disability, autism or a mental health issue • 13 one bedroom self-contained flats • NCHA Temporary accommodation **35 TA units (most not suitable for single households)** • Own 27 twice B • Only x2 1-bed • If filled - B&B route Tendering nightly paid, approved providers, self-contained, in Broxtowe Borough **Juno Women's Aid (refuge and DV support).** • Co-locate on a Friday	PRS Access **Deposits/ rent in advance** • Struggling to engage with the market • Used to have landlord issues • Affluent market potential area of focus **TA officer provides some initial sign up/ resettlement support** Social housing access **Non stock holding** **Resettlement support & in-house from RP**
Bassetlaw	Targeted prevention **Hoarders support service** • Delivered by Jigsaw • Requires referral from Housing, Social Worker or Local Council • Work across MDC and Bassetlaw **Use of HPF** • Rent/ deposit in advance, clearing arrears etc.	Winter night shelters Salvation Army Drop in centre **Salvation Army Drop-In** • Monday Mornings (Multi-disciplinary)	Housing team case management **No policy re discretionary powers. Do accommodate non-priority single households** Direct nominations into HOPE/ YMCA/ Potter Street (Framework)/ Watson Road (NCHA)	Supported accommodation **SH Units Potter Street in Worksop** • Delivered by Framework • PH funding CC **6 bed unit SH at Watson Road** • NCHA Temporary accommodation **Own-stock TA** • c.20 designated units **Women's Refuge (Notts Women's Aid)**	Social housing access **Full duty Band A (Priority need)** **Band B priority for move-on** **Yale Housing direct nominations** **Own stock - tenancy sustainment team.** • Recruiting TSO dedicated to homeless experience
Cross-County	Targeted prevention **Prison release protocol** **City/County Housing Tenancy/Floating Support** • Launched in Dec 2022. Provides post-tenancy support to people who are experiencing substance use, mental health issues, or are at risk of such agency support on NEWHS & Nottingham City Homes • Prevent people being evicted • Sustainment - that money also plays a part in preventing evictions • Funded by? DV services **DA services for risk of MSPH** • Delivered by Nottingham Women's Aid • Funded by Notts Crime and Drugs Partnership, Nottingham City Council, Housing • Provides a range of DASH services and over training provider, RSA religious, and Nottingham City • Provides a advice & support with housing options, including advice to access safe accommodation • Provides a DA Navigator to support - this is where and how **Sanctuary Scheme**	Outreach **Afrikan Outreach Team** • Based Broxtowe, Nottingham, Gloucester, Forest Hospitals, Notts Healthcare • Aim to reduce inequalities in access, experience and outcomes for Black, Asian and Minority Ethnic communities • Accommodation • Nottingham City is the trailing 6th city in a pilot to roll out the Afrikan Outreach Model across the country • Funded through NHS England **Clinical SMD Team - dual diagnosis** • Separate clinical county SMD team • Funded by CGL • Includes 1 x MH nurse, 1 x DAA • Liaison team extension for Sherwood Forest hospitals **Social work team** • ASC and Notts CC • Funded through PH & substance use from DATRIS funding **Assertive substance misuse outreach workers** • x 4 • RSI • Provided by CGL Direct access shelter **Hope House 24/7 direct access emergency hostel** • Can support up to 22 people • Located in Bessetlaw	Navigation **Navigation is also part of the Framework contract (PH), likewise with CGL** Assessment **SMD Social Worker** • Offenders Homelessness Discharge Integration Duty **Supported accommodation panel (ASC)** • Access to ASC accommodation	Supported accommodation **Transitional Supported Housing** • Delivered by Framework to provide 24 hour support to vulnerable people • Provides a mix of Supported Housing, Floating Support and Housing Related Support • Russell House accommodates higher support needs including those with complex needs and offenders, and Highfield Lodge accommodates lower support needs • Sherwood Street Hub for Rent Smart connections and tenancy sustainment • Sherwood Street House for 36 people to provide a 24 hour staffed service for those with • Highfield Lodge technically super-shared houses, but it provides the benefit of individual contracts and tenancies for those residents **ASC Units** **ASC 3** • Is a 24 hour service from Welbeck • Aims to provide support for vulnerable people who are at risk of homelessness • We largely, can only go down as a referrer, for people who are already known to services • Where we cannot place those internally, we refer to other providers, and we use the various options to our hedge-betting • Commissioned by Nottingham City Council • Accommodation provider is Housing Plus Group • Work with those on people that's cost to money **Serco/ Asylum Accommodation**	**City/County Housing Tenancy/Floating Support** • Launched in Dec 2022. Provides post-tenancy support to people who are experiencing substance use, mental health issues, or are at risk of such agency support on NEWHS & Nottingham City Homes • Prevent people being evicted • Sustainment - that money also plays a part in preventing evictions • Funded by?

The horizonal buckets represent wider system services beyond housing support

Wrap around support

- *e.g. reconnection, personalised budgets, peer mentoring, skills, employment and education*

Individual living skills and resettlement support as part of all PH supported accommodation contracts

Employability Service for EU Nationals/Migrants with NRPF
• Delivered by Turnium
• Works with clients to locate specialist services, set up a bespoke plan, develop ownership skills, apply for employment and improve English language skills
• 35k funded

Nottingham Prevention and Resettlement Service
• Works with complex individuals struggling to maintain tenancies, targeting: those with accommodation who are still rough sleeping, those facing eviction, on the TPG
• Acts like floating support
• Act like floating support
• Team made up of 3 generic navigators, 1 prison navigator
• Provides: supported housing and CIC mediation service; enacts Prison Release Protocol (prison navigator), co-ordination with street outreach team, identification of unmet needs and referrals to services
• RSI funded

Health integration

Framework floating support MH service
• Wellness in mind

ICB use Beacon Lodge to discharge homeless
• 12 bed unit
• Predominantly in use by people waiting for housing
• Creates blockage in MH pathway

Emmanuel House Mental Health Support
• Single MH professional, 50% FTE
• 35 individuals referred in 2024
• Funded by ICB
• Broxtowe, Rushcliffe, Gedling - Elizabeth House

GP Locally Enhanced Service around SMD
• Allow flexibility for targeted services that meet specific health priorities in a local area.

Nottinghamshire Crisis Sanctuaries (X-County, City)

System enablers

- *Governance*
- *Data sharing & case management systems*
- *Service-user involvement & co-production forums*

Rough Sleeper Action Groups
• All district and borough councils
• Monthly MDTs with key partners to discuss rough sleepers
• Link between council and wider organisations

SEA Peer Mentors and LEX
• Lived experience work - Mentors have accessed our commissioned
• Didn't get enough RSI funding for this year
• Given Ashfield a grant to enable them to buy fund tenancies in their area
• Buy from CGL and SHA

City/County SMD working group & partnerships

Data sharing via Mid Notts Homelessness Prevention Forum

MEAM Workshop Projects

Changing Futures PDU

Safeguarding Adults Board

Housing Director Group

RSI Ops Meetings

Lived experience working group (PH-led)

Mental Health and Supported Housing (MH-led)