

APPENDIX 5



Martin Lawrence
Strategic Housing Manager
North Herts Council
Via email

Luton Borough Council
Town Hall Luton
LU1 2BQ

www.luton.gov.uk

6th April 2022

Dear Martin

Re: Luton Homeless Assessment & Rapid Rehousing Pathway

I am happy to confirm that Luton Borough Council currently commission Keystage Housing to deliver the Homeless Assessment & Rapid Rehousing Pathway (HARRP), a key service in our ambition to end rough sleeping in Luton.

People who experienced trauma as a child - such as sexual abuse, loss, violence, abandonment and exploitation - are often trapped in a cycle of trauma into adulthood. As a result of being let down by people in authority in the past, those who need support the most can find it difficult to trust people who are offering a pathway out of isolation and danger. In January 2019 we commissioned Keystage Housing to deliver a 3 month winter project from January 2019 in a town centre location to target this group of people who, in addition, were at risk of death rough sleeping in the winter months. Keystage Housing successfully engaged with 58 vulnerable individuals during this period. There were no issues of anti-social behaviour or complaints.

This short term project highlighted the need for additional support for those who are most vulnerable and at risk in our rough sleeping population and the HARRP was commissioned. In August 2019 Keystage Housing opened a 31 bed building on the outskirts of the town centre. Keystage respect their neighbours, staff and residents and continue to deliver quality services to those most in need in our town, transforming the lives of not only the individuals that are receiving support, but also the wider community through a 92% reduction in rough sleeping. In the 2 ½ years HARRP has been operational it has supported 588 admissions and Luton Council has not received any complaints or anti-social behaviour concerns.

Keystage have a proven track record of sustained engagement and positive resettlement for the most vulnerable and excluded in our society.

Yours sincerely

Yvonne Jackson
Rough Sleeping Coordination Manager

Luton