

# **Homeless Engagement Event**

## **24<sup>th</sup> May 2024**

### **Session 1 – What Should Emergency Accommodation Look Like?**

#### **Group 1:**

- Trauma informed services (PIE) and purpose built accommodation.
- Services with clinicians to assist staff to run an effective PIE service.
- Lessons learnt with the staff team to manage high need services run by clinicians to alleviate staff burn out.
- Develop housing pathway (up to 2 years) and clients would initially enter a crisis/emergency accommodation section of the pathway and then once initial work had been undertaken move onto more settled part of the service.
- Funding from health to support clients with health needs i.e. MH.
- Detailed initial assessment to enable the service to target support areas that if addressed could enable the client some stability to then work towards independence.
- Placing clients in the right provision/accommodation
- Introduce partnership meetings once clients are ready to move on between homeless service and Housing Providers to better inform them of their needs rather than Housing Providers being risk adverse and turning them down just because it states they are vulnerable on paper.
- Support from other areas, holistic approach i.e. joint funded services
- Good quality TA accommodation and fit for purpose
- Consider joining provision up i.e. HRS, HOP, Housing First, Day Shelter, etc.
- Agree a pathway within the Council between different departments and work together
- Flexible support contracts
- Genuine buy in from Housing and Health

#### **Group 2:**

- Housing First model
- Calderdale – private leases for families not needing support
- Input from other organisations, needs to be flexible (MH, substance misuse)
- Needs more VCSE to support statutory sector
- High profile
- C to P including specialist provision
- Partnerships and joint working protocols
- Skilled team – benefits and focus on staff wellbeing
- Resettlement support, dip in help, later when there's an issue
- Tenancy proc. Lead (link to personalisation fund)
- Rent deposit guarantee scheme (placing for right people)
- Affordable social housing increased
- Employment workers – Mayor's funding
- Home Office funding, World Jewish Relief – refugees work
- Tenancy Ready work (120 AQA mini courses, accredited)
- Variety of providers

#### **Group 3:**

- More support for complex needs

- Specialist accommodation for those fleeing DV
- Different locations – some people have restrictions, moving away from support networks
- Accommodation to meet specific needs – family, adapted, complex
- Faster, more structured move on
- Availability for longer periods for more difficult move ons
- Specialist support available (wrap around support)
- Access to cooking facilities
- Not to be in B&B
- In a safe location, monitored
- Not too many units in one place
- Phone access and support 24/7
- Mental health support – dedicated worker
- Information available where to access support
- Skills assessment and training support to get tenancy ready i.e. cooking, budgeting, claiming benefits, literacy
- Appropriate staff with up to date training who are well supported
- Secure, safe and clean accommodation up to a good standard
- Basic needs met (after assessment) i.e. hot drinks, nappies/baby milk, food, clothing, etc.
- Small allocation of emergency funding
- Accessible/user friendly out of hours service

#### **Group 4:**

- Allocation Policy – supporting move on
- Flexibility in provision to step up/down the level of support
- Move on/seamless support into community. Floating support for move on and prevent repeat homelessness, some key workers in the community
- Helping people achieve goals and ambitions
- Temp model of accommodation with asset based
- Better crossover with leaving care
- Big units are a real problem. The size and mix of people of vulnerability
- Vulnerable people avoid temp
- Support – should housing/separate from support
- Different delivery partners/transferring placements to find the right fit. Working together/internal and moves
- Partnerships/organisations working together – draw on other resources
- Tendering to allow organisations to say what can be done
- Collaboration/partnership – health and other services
- Minimum requirement of placements
- Partnerships managing placements
- Bring organisations together to pool resources (Governance Board and flexible solutions)
- Work with non-commissioned resources
- Other services can add value/share resources
- Multi-agency review board
- Spot contract/tendering?
- Hostels can work, staffing and support is key
- Managing the mix of people is key to safety
- More support
- Dispersed works well
- Need a range of services

- Do we need a Wet House?
- Families needing properties in the community
- Shared setting isn't for everyone
- Dispersed tenancies
- Social investment/different funding model. Outcome focus. KBOP – no current government grant
- Multiple providers – bidding off list
- Segregation to manage risk – several services/specialism
- Cost high on risk level
- Unblock move on would address issues

## **Session 2 – How Do We Achieve It?**

### **Group 1:**

- Due to the complexity of clients commission long term services to stop clients going round services and not achieving independence
- More funding
- More detailed breakdown of demographics – strategic planning
- Pathway back to Home England i.e. Central Government
- Partnership with Housing Providers so a percentage of accommodation is allocated to vulnerable adults
- Quality of move on accommodation to be appropriate
- Having well established communication to enable effective homeless model. Ensuring all appropriate parties are present in meetings
- Good quality of training for staff and consider how staff are recruited
- Consider unused buildings and apply for grants available
- Multi-disciplinary approaches
- More strategic understanding around increase in homelessness
- Joint Strategies

### **Group 2:**

- Social income bond and payment by results (basic funding covered)
- LA input to work in partnership
- Specialist workers into accommodation
- Work with Health to understand issues
- Homeless MH Team – cover dual need ie MH and substance misuse
- Joint commissioning with Health
- RSLs list of adopted properties (consumer legislation)
- Under 55s extra care schemes
- Better partnership working with RSLs to improve offer to people
- Trail tenancies (with support from VCSE)
- Prevention – work in schools
- Eviction project – intensive psychotherapy with person and staff
- Trial new ideas

### **Group 3:**

- Have good relations and reasonable expectations of/from providers
- Increase housing stock
- Better funding from Central Government

- Work with providers as to what is possible pre-tender
- Look at smaller tenders – speciality eg DV, families, single
- Have some flexibility with tender
- Ask providers to work together
- Give information early – budgets, no. of spaces
- Have more events like these (but with Tea!)

**Group 4:**

- Working with RPs? – guarantee standards, SHIP add assurance, assurances if non RP
- Work in partnership RP/non RPs
- Don't put in barriers for non-statutory/smaller providers
- Standards would need to be aligned
- Due diligence
- Happy to work together
- Spot purchase – placements, voids issue, some subsidy of occupancy levels
- 24/7 model is more costly
- Core contract – spot purchasing blended with additionality
- Co-production panel
- Flexibility to adapt model in the life of the contract