

Redesign of Housing Related Support services for Homeless Adults and Rough Sleepers

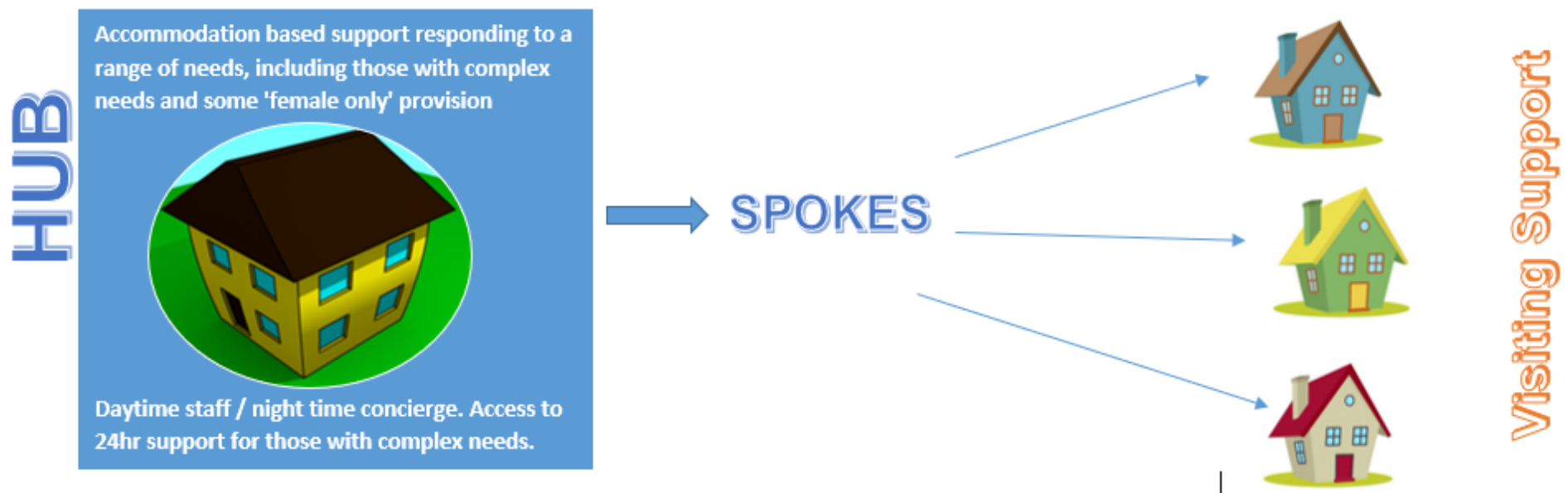
Lot 1 - Model for Fenland

Aim: To commission a model which;

- delivers a greater range of accommodation and support options for homeless adults with support needs
- takes account of good practice
- helps to address gaps identified by the HRS review available

Model:

- 'Hub and Spoke' model
- Staffed accommodation hub service providing a range of options to meet varying needs, including those with complex needs and provision of some 'female only' accommodation or support.
- 'Spoke' small dispersed units of shared accommodation located across the district – support delivered from hub
- Ability to target 'spokes' at specific need groups e.g. females or individuals from a particular ethnic group
- Flexible duration of stay/support to suit needs, but with a strong focus on 'move-on' and development of independence.
- Referrals directed through 'Hub'
- Single assessment process



Lot 2 - Cambridge 'Street to Homes' Model

Overview:

'Streets to Homes' (SH) aims to bring together the many different service and support elements that have evolved across Cambridge City to try and meet the needs of those who are rough sleeping, homeless or choosing to live a street based life.

The SH model will ensure that a range of services are available to support clients in a way that works for them and with them.

The SH model will require that the range of services available are;

- informed by the experiences and feedback of clients
- delivered in a clear, consistent and coordinated way
- accessible to those who need them
- focussed on long term accommodation solutions and tenancy sustainment
- delivered in partnership not competition
- minimise duplication
- maximise the valuable contribution of the voluntary sector
- proactive, flexible and adaptable
- demonstrate good practice

SH seeks to depart from the current model which is reliant on hostel accommodation to deliver accommodation and support and assumes a set pathway through services. Instead, it aspires to a more community focussed model, where people are able to receive support in their own home or a more 'home like' environment.

The commissioned elements of the service are outlined below, but there will also be an expectation that 'non-commissioned' elements will also become part to the model, enabling the best possible support, opportunities and solutions for clients.

Assessment and Information Hub:

Providing a physical location that will be publicised so that anyone can turn up and access information and advice, or have an assessment if there is a need for support and accommodation. Cambridge City Council will also have a presence at this hub to provide access to general housing advice and homelessness assessments.

Assessments can also take place elsewhere in the community, where that is more appropriate for engaging with the individual e.g. undertaken by Street Outreach staff when visiting people on the streets.

There is also potential for other services to have a presence at the Assessment Hub to deliver things such as 'drop-ins', or to enable joint assessments to be undertaken with other agencies.

Support with Accommodation:

A large element of the model will be providing support and accommodation to people, or supporting them into independent accommodation.

At the start of the contract the range of accommodation options will include;

- larger 'Hubs' based on the hostel accommodation model which combine accommodation with the option of 'on site' support
- smaller 'Spokes' of community-based accommodation (likely to be shared, but possibly also some self-contained units), in a variety of locations, which can offer visiting support or the option to visit a 'Hub' to access support
- Resettlement support to assist people in moving on to independent accommodation (self-contained or shared) and ensure they have everything set up in relation to their tenancy, are linked in with other services they need and are aware of how to access support if issues arise.
- Housing First in Cambridge will be one element of the Cambridgeshire wide Housing First Service delivered. Those in Housing First properties will receive flexible, open-ended, support, delivered by a dedicated team of support workers using the MEAM approach.

The type of accommodation someone accesses will depend on preference, needs, risks and availability.

Accommodation with support attached, such as the 'hubs' and 'spokes' are intended as short-term accommodation. While the length of stay will be dependent of the client's need and circumstances, there must be a clear focus on securing long term, independent accommodation.

The duration of resettlement support will also be dependent on client need, but should not be viewed as permanent support.

Over the life of the contract, it is anticipated that the balance will move towards greater levels of community based support and few larger 'hub' units.

Street Outreach:

This will be delivered directly to people who are identified as rough sleeping or following a street based lifestyle. The aim will be to engage with people and help them to access appropriate accommodation and support. Street Outreach will also lead on verification of rough sleepers and identifying those who may be in need of 'reconnection' support.

Wraparound services:

For the purposes of the funding available, wraparound services will be focused on delivering meaningful day time opportunities with a focus on;

- General 'day to day' welfare support e.g. provision of food, access to laundry, access to a phone etc
- facilitating access to training, education and development of employment skills
- support to find and obtain employment

- volunteering opportunities
- signposting and referral

It is anticipated that many of the above elements will be delivered from a centrally located daytime 'hub', but there should also be some provision of co-located services such as 'drop-in' or scheduled sessions at other sites relevant to the client group.

The expectation is that the hub will also offer opportunities for other agencies to deliver 'drop-in' or scheduled sessions, or to meet clients outside of normal service settings.

Dual Diagnosis Street Partnership (DDSP):

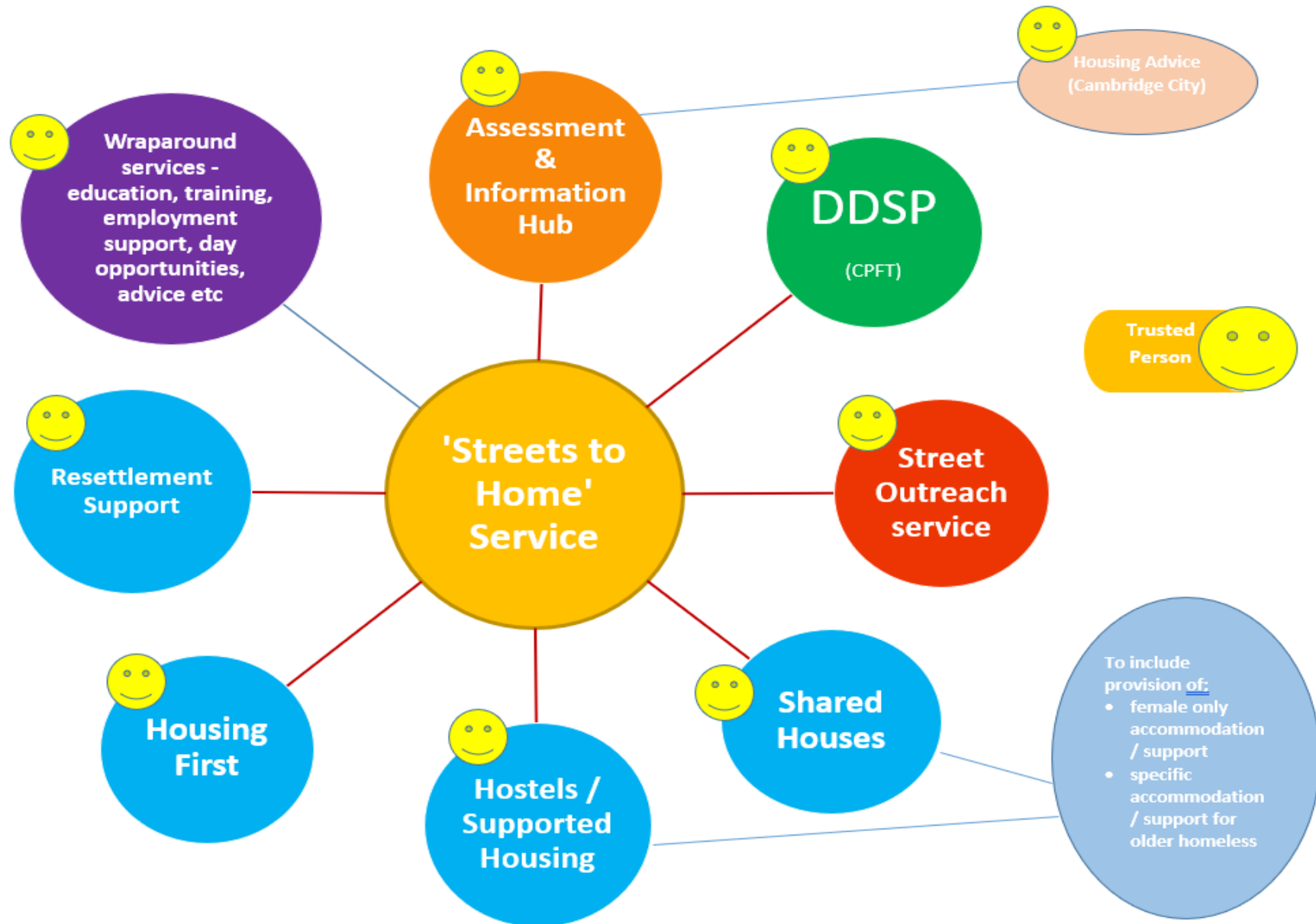
The service will continue to be delivered by CPFT to ensure that the appropriate clinical governance is in place, along with access to relevant pathways and systems.

The service will be an integral part of the SH model providing advice, support and interventions to those with dual diagnosis issues, and the other professionals who are supporting them.

'Trusted Person':

Where a client has identified a 'Trusted Person' whom they would like to continue to be involved in supporting them, the detail of this person and the way in which they are supporting them should be noted within any support plan, and where requested by the client the person should be included in support discussions. The extent of the Trusted Person's involvement will be determined by the client, but may include advocacy support, more practical support (e.g. assisting with referrals, benefits claims or appointments) or general welfare support (e.g. befriending, regular calls, meeting for coffee).

A Trusted Person could be anyone who has helped them in the past and who they have developed a trusting relationship with. This may be someone working in a voluntary capacity of someone in a paid role.

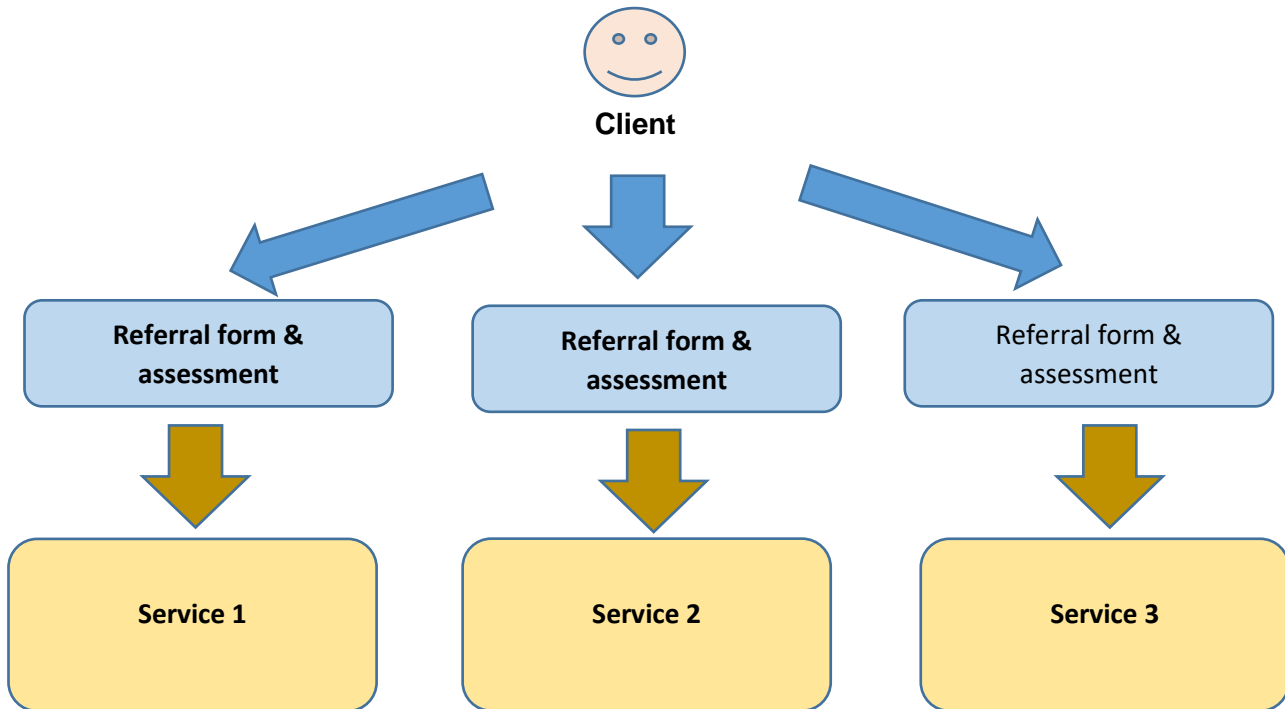


Single Referral and Assessment Process:

The illustration below shows how the current referral and assessment process would change under the new model

Current Referral and Assessment Approach:

Client has to submit a separate application and undergo a separate assessment for every service they want to be considered for



Proposed Redesign Approach:

Client submits one application for every service they want to be considered for and undergo only one assessment that can be shared with those services (with consent)

