



Housing First

'AN APPROACH TO ENDING HOMELESSNESS THROUGH HOUSING AND SUPPORT PROVISION. IT PRIORITISES ACCESS TO PERMANENT HOUSING WITH TAILORED, OPEN-ENDED, WRAP-AROUND SUPPORT FOR THE RESIDENT THAT EMPHASISES CHOICE AND CONTROL'

Principles of Housing First

- ▶ Flexible Support is provided for as long as it is needed
- ▶ People have a right to a home
- ▶ Housing and support are separated
- ▶ Individuals have choice and control
- ▶ An active engagement approach is used
- ▶ The service is based on people's strengths, goals and aspirations
- ▶ A harm reduction approach is used

What 'Fidelity' means in the context of Housing First – 'fidelity to the principles'



What has been commissioned

- ▶ Housing First (High Fidelity model)
 - ▶ 20 intensive support places
 - ▶ 15 people from Gateshead
 - ▶ 5 people from South Tyneside

- ▶ Support delivered by Oasis Community Housing.

Who is suitable for Housing First?

- ▶ People with multiple and complex needs
- ▶ People with a history of long-term homelessness
- ▶ People who are locally connected at the point of referral according to the definition of local connection
- ▶ People entitled to UK benefits including help with housing costs

How do we identify potential service users?

► Housing First panel



Eligibility: Housing First Criteria

- ▶ The panel considers which service users are appropriate for long term intensive support:
 - ▶ Must not have too high a level of complex needs – at a level that would exclude them, for example, someone who is eligible for Adult Social Care services
 - ▶ Must not have too low a level of need – an intensive level of support isn't appropriate for this service user group and can't be justified financially

Potential service users that the panel will consider:

- ▶ Highly likely to be known to council services already (but might not be!)
- ▶ Have a history of long-term homelessness
- ▶ Have multiple and complex needs (generally 3 or more)
- ▶ Locally connected at the point of referral
- ▶ A homelessness duty
- ▶ Entitled to UK benefits
- ▶ Fit within the funding criteria – there is Government funding associated with this service

Multiple and Complex Needs

- ▶ A service user who is experiencing 3 or more support needs, including but not limited to
 - ▶ Substance misuse
 - ▶ Mental health illness
 - ▶ Offending
 - ▶ Domestic abuse
 - ▶ Rough sleeping/homelessness
- ▶ Lots to unpack in these words though – including trauma-based responses

Role of panel

- ▶ The panel meets.
- ▶ Discusses the person.
- ▶ Debates pros and cons
- ▶ Makes decision.
- ▶ If the panel agrees – passed to Oasis.

Once the panel refers to provider (Oasis)

1) Establishing the relationship

- ▶ Getting to know the service user
- ▶ Establishing 'eligibility'
- ▶ Understanding needs and aspirations
- ▶ Previous experience – the 'life story'

2) Assessment and recommendation

- ▶ Does the service user fit with Housing First – do they want it
- ▶ Can take several months for connection to be made.

Referral back to panel for sign off

- ▶ Referral back to panel for further discussion
- ▶ If the panel agrees, Oasis starts working with the service user
- ▶ Process won't be rushed – takes as long as it takes.

Oasis Community Housing Support after acceptance onto service

- ▶ Unpicking many years of trauma
 - ▶ Relational – hangs on the ability to form working relationships
 - ▶ Network of support, including those already around the person
 - ▶ Strength based – the resources the person has within themselves
- ▶ Picture?

Support provided by Housing First panel

Systemic

- ▶ What isn't working
- ▶ Unblocking
- ▶ Data gathering – inform changes
- ▶ Establishing different ways of working around the individual

Connections

- ▶ Who knows who – who can add to the solution. People work with people.
- ▶ Direct/indirect interventions
- ▶ Become a team around the individual

Access to Housing

- ▶ Local Authority
- ▶ Registered Providers
- ▶ Private Sector

Landlords?

- ▶ What do you think the challenges will be?

Outcomes from other Housing First services:

Housing: After a year 84% were living in long-term accommodation at the point of the six-month interview and this rose to 92% after another year.

Safety: A year after entering Housing First, clients were significantly more likely than before to feel safe and less likely to have been a victim of crime.

Wellbeing and health: A year after entering Housing First, there had been a significant positive shift in relation to clients' wellbeing and health, particularly mental health.

Drug and Alcohol: After one year, little improvement in rate of addictions, but evidence of improvement in managing addictions and substance use.

Monitoring our own outcomes

No reason why similar outcomes can't be replicated when we deliver our own high-fidelity housing first model.

Outcomes will be measured in 3 categories:

1) Fidelity

2) Individual

3) Cost effectiveness

What has this got to do with safeguarding?

- ▶ We expect to find that service users with multiple and complex needs who have repeatedly experienced homelessness will experience much better outcomes.
- ▶ Support interventions lead to reduction in section 42 enquiries.
- ▶ Should a section 42 enquiry be necessary, the Housing First panel will assist.