

Bradford WY-FI Year One Review Report

Need for the Project:

Foundation has operated services for vulnerable and socially excluded people in the Bradford district for over 20 years, delivering housing and housing-related support services to a range of homeless people (including young, high risk and mentally disordered offenders). We work with the most complex and marginalised customers and have an excellent track record of delivering effective and efficient services to them.

Our work in Bradford identified the following gaps in provision for people with multiple and complex needs:

- the need for a Housing Navigator to support beneficiaries to access and retain housing
- the need to work with the WYFI multi-agency review board to identify and meet beneficiaries needs
- the need to support beneficiaries to learn key tenancy management skills
- the need to take an innovative approach to providing advice and support to people who will have been excluded from mainstream housing, hostels, and other specialist supported housing services
- the need to provide a housing and support pathway tailored to individual beneficiary needs, including:
 - the provision of training and taster units
 - negotiated arrangements with landlords to create assured short term tenancies at short notice, and direct access where appropriate

Project Delivery:

The project supported twelve beneficiaries in year one.

Beneficiary Profile:

- age range between 36-57 years old
- 50% male and 50% female
- 100% White British

Outcomes:

Six of the beneficiaries were able to maintain a tenancy longer than eight months and demonstrated improved tenancy management skills, achieved via Foundation Inclusion Tools training (FIT Kit).

Beneficiaries completed the following FIT kit modules:

FIT Kit Module	Outcomes achieved:	No of Beneficiaries
Accommodation	Reading & understanding meters; How to be a good neighbour, Taking responsibility for Visitors How to set up Utilities	12
Health	Managing Substance Misuse dependency Emotional wellbeing Awareness Identifying and Managing Triggers	12
Financial Awareness/ Debt	Money management; Managing Housing benefit Claim Budgeting and keeping to payment plans Living within your means Risks associated with Loan Sharks	12
Welfare Benefits	Opening a Bank Account; Managing Housing benefit Claim Responding to DWP letters Importance of attending DWP health assessments	12

The Housing Navigator worked with each beneficiary to develop a **Support Plan** tailored to meet their individual needs.

The tables below illustrates progress made against areas of identified need:

Achieve Economic Wellbeing			
	Maximising income	Reducing Debt	Obtaining paid work
Total no. of all customers leaving service in Period	3	3	3
No. needing support	3	2	1
% Needing Support	100%	67%	33%
No. achieved	2	2	1
% Achieved	67%	100%	100%

Enjoy & Achieve				
	Participating in training/education	Leisure/cultural/fai th/informal learning	Participating in work like activity	Establishing contact with external agencies/ family/friends
Total no. customers leaving in Period	3	0	1	3
No. needing support	1	3	1	3
% Needing Support	100%	100%	33%	100%
No. achieved	1	0	1	3
% Achieved	1000%	1000%	100%	100%

Be Healthy			
	Physical health	Mental health	Substance misuse
Total no. customers leaving in Period	3	3	3
No. needing support	3	3	3
% Needing Support	100%	100%	100%
No. achieved	2	3	2
% Achieved	67%	100%	67%

Stay Safe						
	Maintain accommodation	Secure/obtain settled accommodation	Comply with statutory orders	Manage self-harm	Avoid causing harm to others	Minimise harm/risk from others
Total no. customers leaving in Period	3	3	3	3	3	3
No. needing support	3	3	3	1	1	1
% Needing Support	100%	100%	100%	33%	33%	33%
No. achieved	3	2	3	1	1	1
% Achieved	100%	67%	100%	100%	100%	100%

Positive Contribution	
	Developing confidence & ability to have greater choice/control/involvement
Total no. customers leaving in Period	3
No. needing support	3
% Needing Support	100%
No. achieved	2
% Achieved	67%

Case Study: Joe was barred from every GP in Bradford due to inappropriate behaviour. He became ill and was admitted to a Leeds Hospital. The hospital would not give him medication upon discharge because his substance misuse was putting his health in jeopardy. The project was able to refer his case to Bradford Safeguarding Unit and as a result of this he was registered with a GP in a matter of days. This opened up new avenues for him as he was able to obtain a sick note and access benefits. Bradford council persuaded the local GPs to flex their services.

Case Study: Joe is a 57 years old male with long standing issues of street homelessness, alcohol excess and antisocial behaviour.

Between 2009 and 2014 he received 92 anti-social behaviour orders and a 12 week period of imprisonment.

He had previously spent 6 months in Horton Housing (Wet House) but was then evicted.

We invested a great deal of time supporting Jo to successfully engage with us and develop relationships that supported his ability to access housing and our WY- FI Navigation team supported him to secure a house. He has since only had one arrest for drunk and disorderly behaviour in the past 9 months and is now back in mainstream general practice from Safe Haven.

Customer Feedback:

We implement service development and continuous improvement through empowering customers to develop a sense of ownership. Our approach embeds a broad range of formal and informal methods of consultation, including:

- customer consultation
- customer feedback
- peer support and mentoring
- customer involvement in project planning

Feedback comments from customers include:

'I have received support from organisations from being a child but I have never met someone that really cares about how I feel, Shirley treats me with respect she is always there for me be it taking me to a script appointment. She never gives up.'

'When I went to see the house I expected the 'usual' cold grotty house, I was amazed when I saw my house I t was clean with nice furniture and a working boiler. Foundation are very quick to respond to repairs even when the damage.'

'I feel that the workers listen to me, they value what I have to say. I am not just a number in Foundation, I am someone they truly care about. I have my worker Shirley who is deserves a medal for putting up with me. I have also met the other lady who looks after me when Shirley is not around. She also cares and I was very touched when she came to my house to feed my cat because I had fled the house due to some issues that were going on that day'.

Stakeholder Feedback:

The Innovation Survey Report for Professionals carried out by Foundation, provided us with very positive and encouraging feedback. It highlighted the value of the existing service and supported the need for a continuation of the service in year two.

Feedback from stakeholders included:

“ The service we have received has been prompt, efficient, and much more joined up approach than some of our other partner agencies. There has been better communication and more effective joint care planning ”

“ [Foundation provides:]

- *Better communication*
- *More multi-agency working*
- *Better outcomes for clients*
- *A service that understands ‘substance misuse’ “*

“ Would love to see the scale of the service expanded so more clients can benefit”

“Service very responsive.

Very easy to get prompt, quality advice re how our clients can access and benefit from this service “

“Foundation are willing to take on the most hard to reach, complex groups. Very clear understanding of the entrenched needs. Individuals that have burnt bridges...left street homeless have had the opportunity to be housed. Developing independent living skills, confidence, having own home “

Stakeholders ratings of Foundation were 100% positive, and categorized as follows:

	Great	Good	OK	Poor
Reliability	100%	-	-	-
Responsiveness	100%	-	-	-
Approachability	87.5%	12.5%	-	-
Empathy	87.5%	12.5%	-	-

Project findings:

Both qualitative and quantitative data from the project support the need for this service, and endorses the fact that it has produced positive outcomes for beneficiaries.

It supports the housing first model as an approach that offers permanent, affordable housing for individuals with multiple and complex needs, experiencing homelessness. Furthermore, we have found that the provision of additional, external supportive services, and connections to community based support, provides for stronger and more sustainable outcomes for these individuals.

Case Study: Steve was housed in Sept 2016, following a longstanding history of street homelessness, addiction and anti-social behaviour. With the Housing Navigator's support and service interventions and referrals, Joe is now in a tenancy, which he has maintained for nine months. He is fully engaged in services and has established good family contact that had previously broken down due to his substance misuse. This illustrates how the model has worked exceptionally well.

We found that taking a multi-faceted approach to identifying and managing support needs ensured that each beneficiary benefited fully from the service. It also ensured that we were able to identify additional support and wellbeing needs by looking at what presented as the same issue, from different angles.

For example, results from the beneficiary CHAOS and HOS enabled us to determine that one particular customer had shown fluctuating improvement. To better understand the reasons behind this, we took a more detailed look at this beneficiary and where she had encountered difficulties. We identified that the beneficiary had stopped using drugs but instead had substituted this addiction with alcohol. Furthermore, she is in a destructive relationship, and has MARAC and other services involved at present.

Moving forward the project aims to do more intense housing support with vulnerable and chaotic females. The need for this was also reflected in the survey we carried out with stakeholders. The project will run drop in services in partner agencies throughout the locality.

Challenges and solutions:

We have identified the following challenges from our project delivery in year one:

- A Lack of understanding amongst housing providers around managing the behaviour and needs of complex individuals to achieve positive outcomes
- Although the Housing Options team are available to assess Homeless individuals 5 mornings per week, the beneficiary base we are dealing with would not meet the criteria due to being deemed as “Intentionally Homeless” due to history of Anti-Social Behaviour. What the assessment fails to show is that the Anti-Social Behaviour could be a symptom of various underlying issues such as previous trauma, addiction or mental Health issues.
- Gateway access issues for homeless individuals with no contact address or telephone number. This means that when an individual has been assessed by Homeless Team, the service Providers may not always be able to get in touch with that person
- Absence of a multi-agency approach to dealing with homeless individuals with complex needs
- Limited capacity in services to support beneficiaries to successfully maintain their tenancies.

We have reflected on the challenges that we have faced in year one and developed a proposal for year two that will:

- Improve capacity and understanding across local services through a shared understanding of barriers faced, and a joint commitment to addressing these barriers.
- Develop an integrated, multi-agency approach to providing high levels of appropriate and targeted support to chaotic individuals
- Develop the capacity of individuals with complex needs.
- Work closely with the Housing Options Team to ensure they understand barriers faced by people with entrenched history of Homelessness due to Multiple and Complex Needs.

The value of person-centred support:

The Housing navigator has been able to work in a person centred way and this has allowed her to build positive rapport with the beneficiaries she has worked with. A majority of them had underlying issues such as physical Health caused by entrenched homelessness and she has been able to support them to attend to register with GPs and supported to attend medical appointments.

The navigator role and service neutral delivery:

This has allowed, beneficiaries to receive a seamless service because, the Housing navigator is not viewed as a competitor by other Housing providers.

Service user involvement and co-production

Foundation continuously seeks feedback from customers to ensure that they receive a bespoke service. In our recent survey we received a 100% response from beneficiaries in the project. We

The impact on stakeholders and Bradford WY-FI partnership

Partnership working has proved to be vital in the delivery of this service. The Housing Navigator has worked very closely with Health Services, Substance misuse services and DWP.