Housing First Project

Addressing Homelessness :
reducing-preventing-ending

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Ynys Môn/ Isle of Anglesey

- North West Wales
- Approx. 70,000 population
- Largest island in Britain - just over 700km square in size
- Predominantly Rural
- Port of Holyhead
- Welsh speaking 60%+
- 61% are of working age and 76.5% of these are in work
- Ageing population set to become 30% over 65 by 2033
- Ranked 1st in Wales in relation to overall Life Satisfaction! Source: ONS Annual population survey.

Local Housing Context

- Median rents were £529pcm in 2016;
- Only 11% of properties come onto the market that are within Local Housing Allowance levels [last 3 years];
- Purchase average sold prices £187k;
- Average income levels £23,488

Housing (Wales) Act 2014

- Key homelessness provisions came into force April 2015;
- New duties to prevent and relieve homelessness;
- Positive impacts:-

  more preventative, person centred and outcome focussed approach

Some stats – 2 years in…

- 2016/2017, 62% homelessness assessed as ‘threatened with homelessness, successfully prevented;
- 41% success rate recorded in homelessness relief cases (resolution of actual homelessness through intervention);
- Number of priority need households assisted under new duty to secure accommodation, is much lower than under previous Act;

However

- Rise in cases which fall out of the system due to non-cooperation;
- Rise in rough sleeping (scale unclear).

Background prior to Housing First Project

- Homeless people over 25 including rough sleepers and people who experience repeat homelessness
- Bangor University recommended a homeless hostel to replace night shelter
- HB refused Night Shelter payments
- Supporting People Operational Plan 2012/2013 housing support services procurement priority

Provision prior to Housing First

SP FUNDED PROJECTS

- 21 units low level with for homeless people
- 13 Generic
- 37 units for people with drug and alcohol (4 dispersed S/A 33 F/S)
- 9 Mental Health Supported Accommodation across two sites
- 6 Prison Leavers S/A
- 8 Doorstop Projects

Non SP FUNDED

- Night Shelter (now closed)
- Lighthouse Day Service
- Community Safety Partnership Properties

HOUSING FIRST

“Appropriate accommodation should be the starting point and as a prerequisite for solving other social and health problems”

The Finnish Homelessness Strategy : From a ‘Staircase’ Model to a ‘Housing First’Approach to Tackling Long-Term

Homelessness - Hannele Tainio and Peter Fredriksson

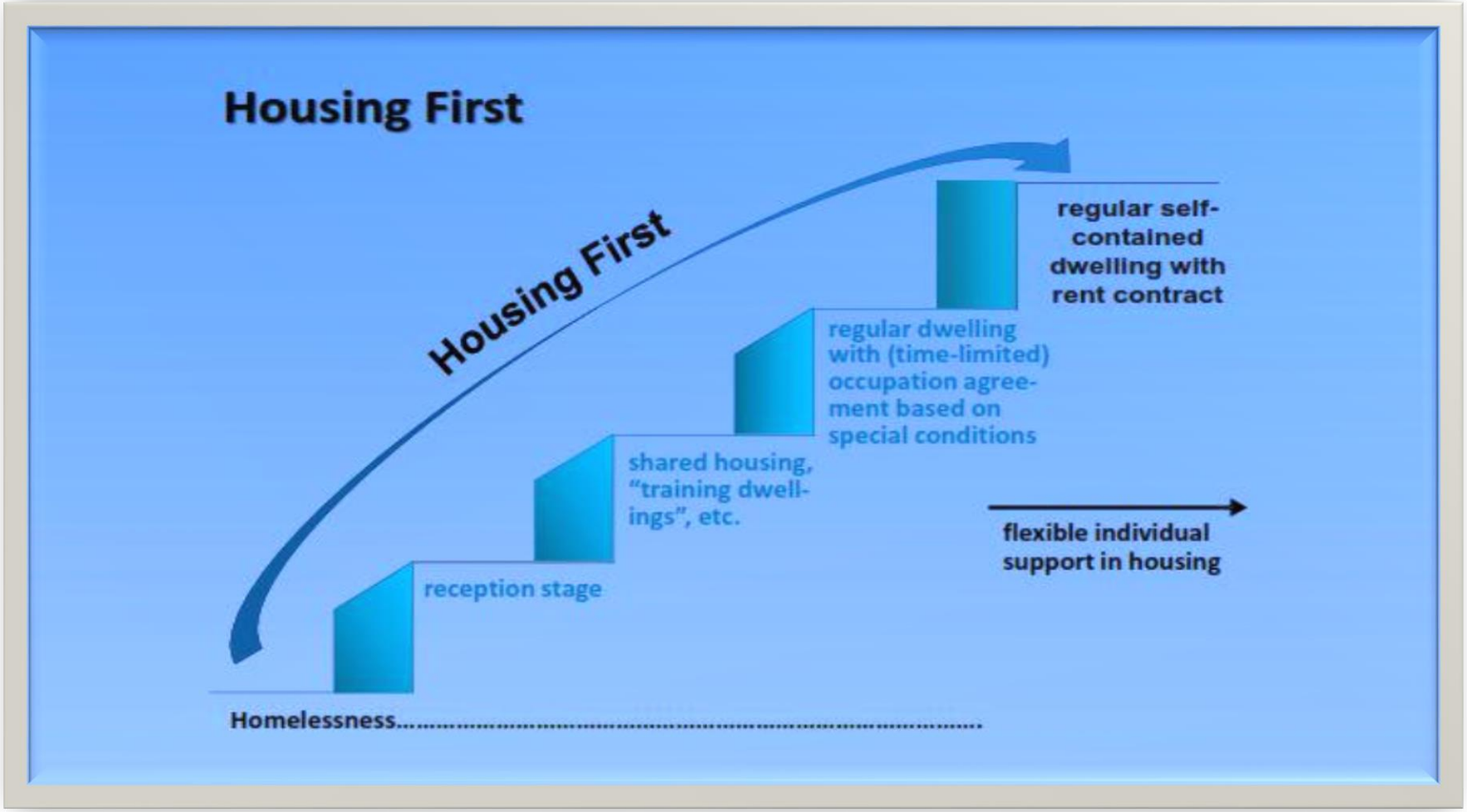
Housing First as we have interpreted it in Anglesey

- A model that centres on quickly moving people experiencing homelessness into independent and permanent housing and then providing additional support and services as needed;
- Most homeless people referred to Housing First have complex needs;
- Treats formerly homeless people as normal citizens, rather than clients or patients;
- Everyone is ‘housing ready’;
- No conditions attached to the offer of accommodation;

8 core principles

- Housing is a human right
- Service users should have choice and control over the service
- Housing should be separate to treatment
- Planning of support should be person-centred
- Recovery orientation
- Harm reduction
- Active encouragement without coercion
- Flexible support for as long as is required

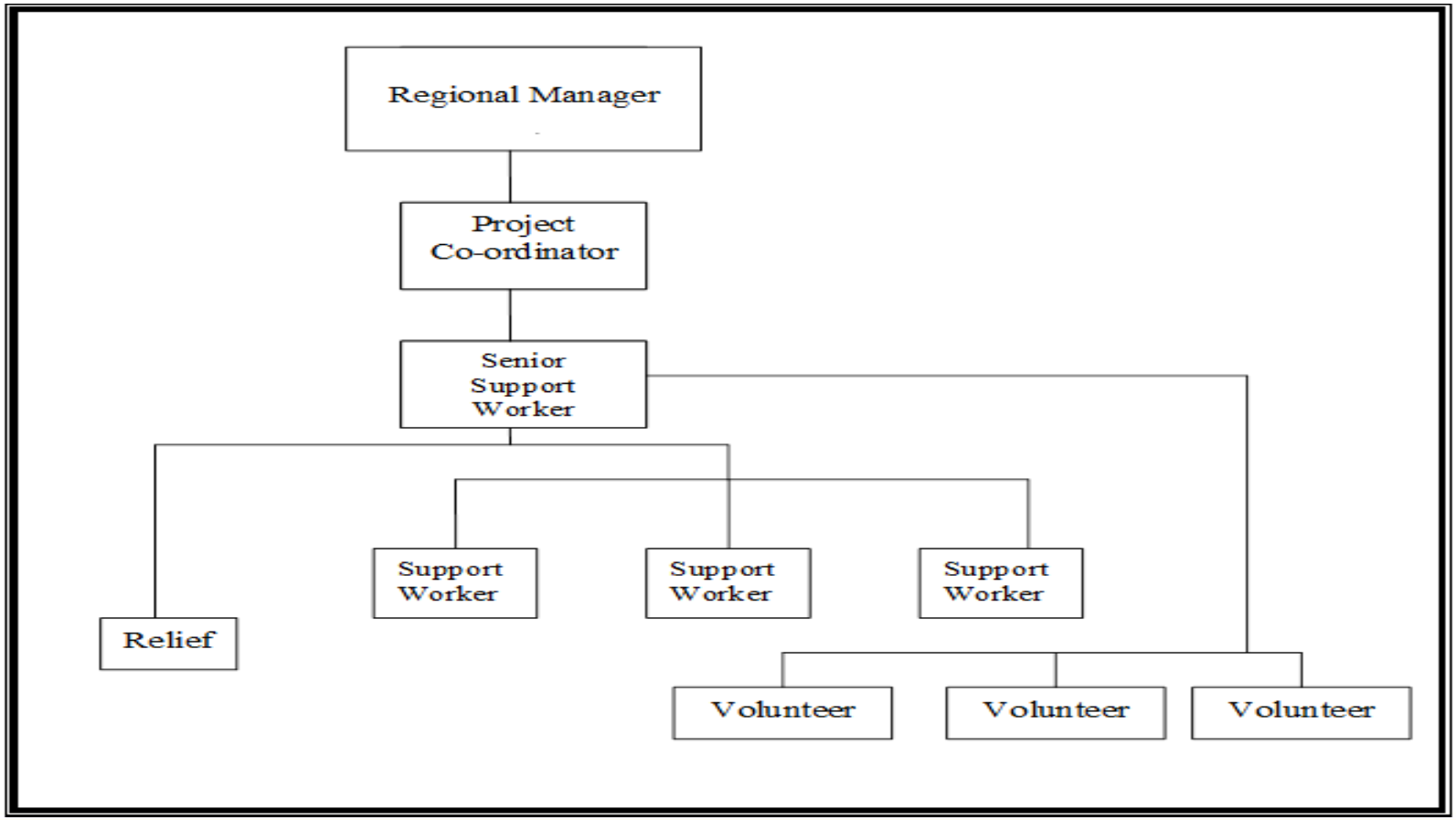
Removing the Linear Approach



Service Specification

- 12 units initially – subsequently increased to 14, 17 and now 20
- Rough sleeper & reducing repeat homelessness expertise aged 25 years and over
- Individual budget element
- Immediate access to dispersed-site permanent accommodation
- No abstinence or treatment prerequisites
- Robust and effective risk management policies and procedures
- Assertive and comprehensive – 'Whatever It Takes Approach'
- In partnership with other agencies
- Not time-limited (although continuing support is reviewed regularly)
- Harm reduction approach to substance misuse
- 'Rapid re-housing' of street homeless people
- Access to support is 24/7 including on call service at night
- Person-centered
- Outcome focused

The Wallich Staffing Structure



12 Month Pilot Review found…

- Person Centred
- Dedicated targeted and Committed Service
- Individual budgets some success
- Non-judgemental approach
- Service User involved in support planning process
- Outcome focussed
- Positive impact on other services SMS, Housing Options
- Landlords Buy In
- Re-housed 12 – 10 in PRS
- The Wallich have received a National Award for the project – over 100 nominations - Homeless Prevention
- **Review agreed to**:-
  - Extend the provision for further two year period to 20 individuals at any one time
  - Increase number of Units – Added Value

Key information and outcomes to date

SP funding during 2016-2017 : £123k

criteria: 24-54

Single

No dependents

Homeless

Referrals: no self-referrals

Referrals from other agencies: Police, SMS, DWP, other homelessness service providers

Outcomes to date

- **People worked with**:

2013-2014	19
2014-2015	32
2015-2016	64
Apr-Jun 16	35

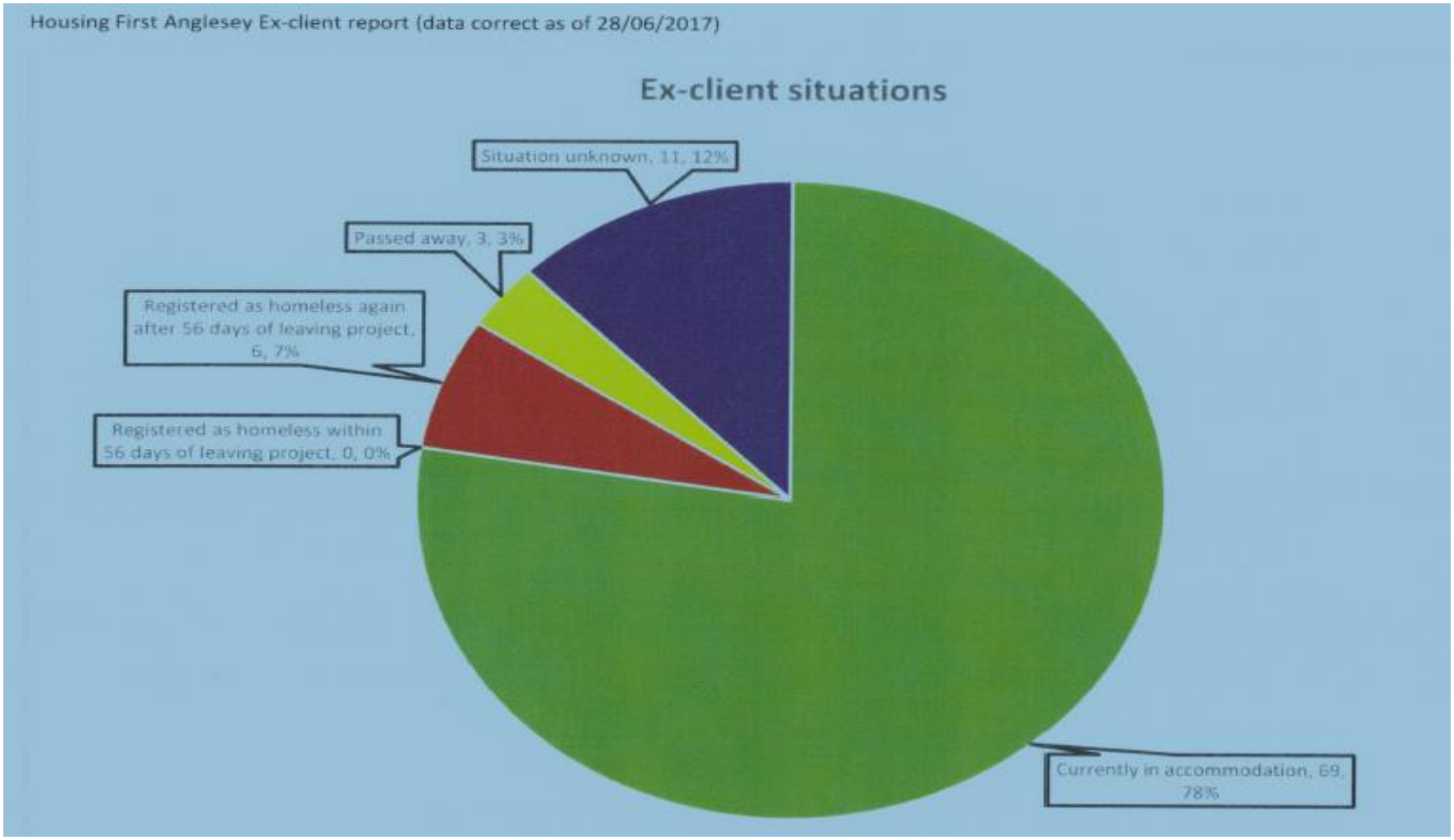
- **Moving on from Housing First**

2013-2014	5 (80% positive)
2014-2015	23 (87% positive)
2015-2016	33 (76% positive)
Apr-Jun 16	11 (73% positive)

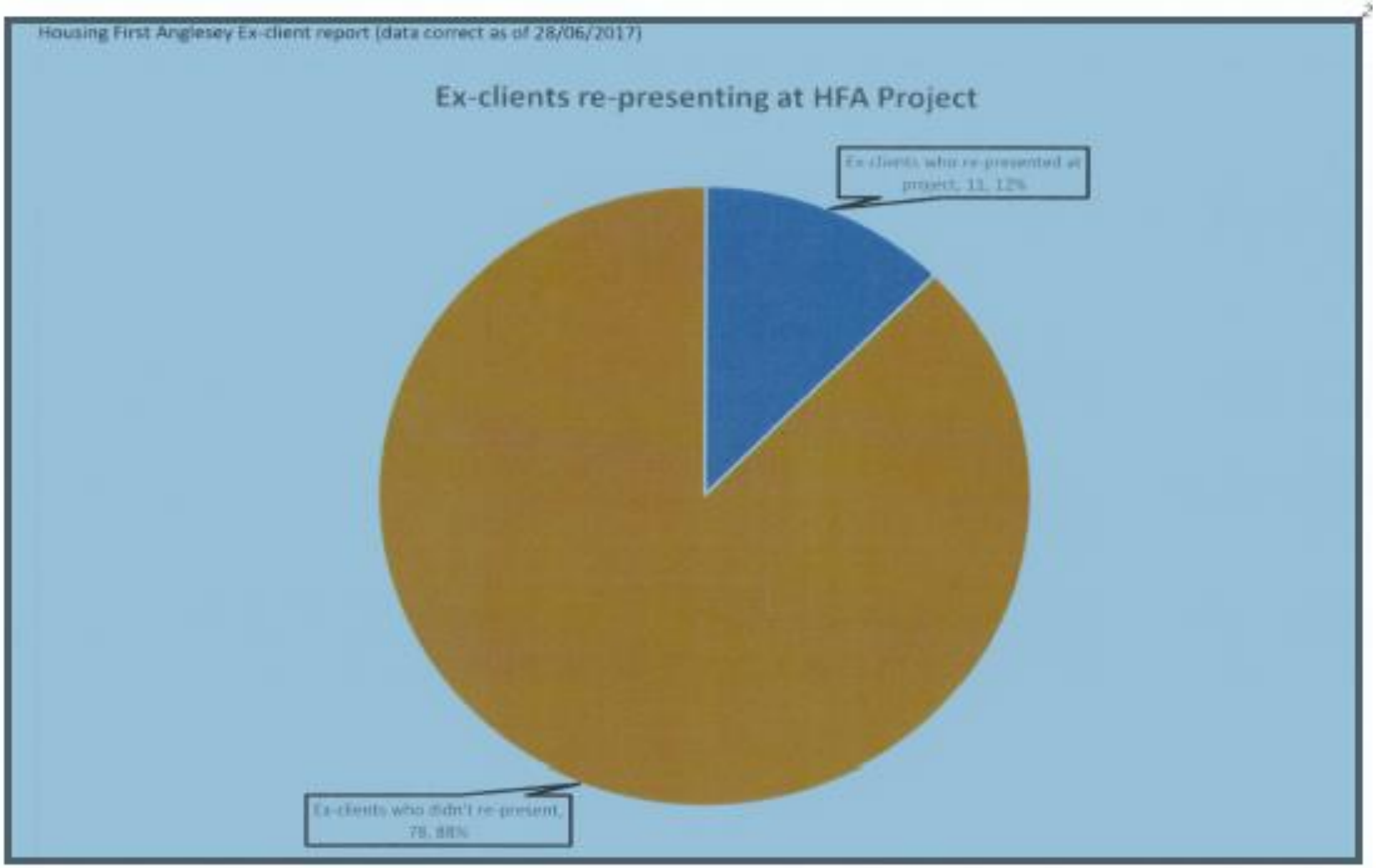
Barriers so far…

- Limited availability from social landlords
- Private Sector main source
- Under 35’s L H A restrictions
- Predominantly rural
- Housing First is ineffective without a sufficient supply of housing

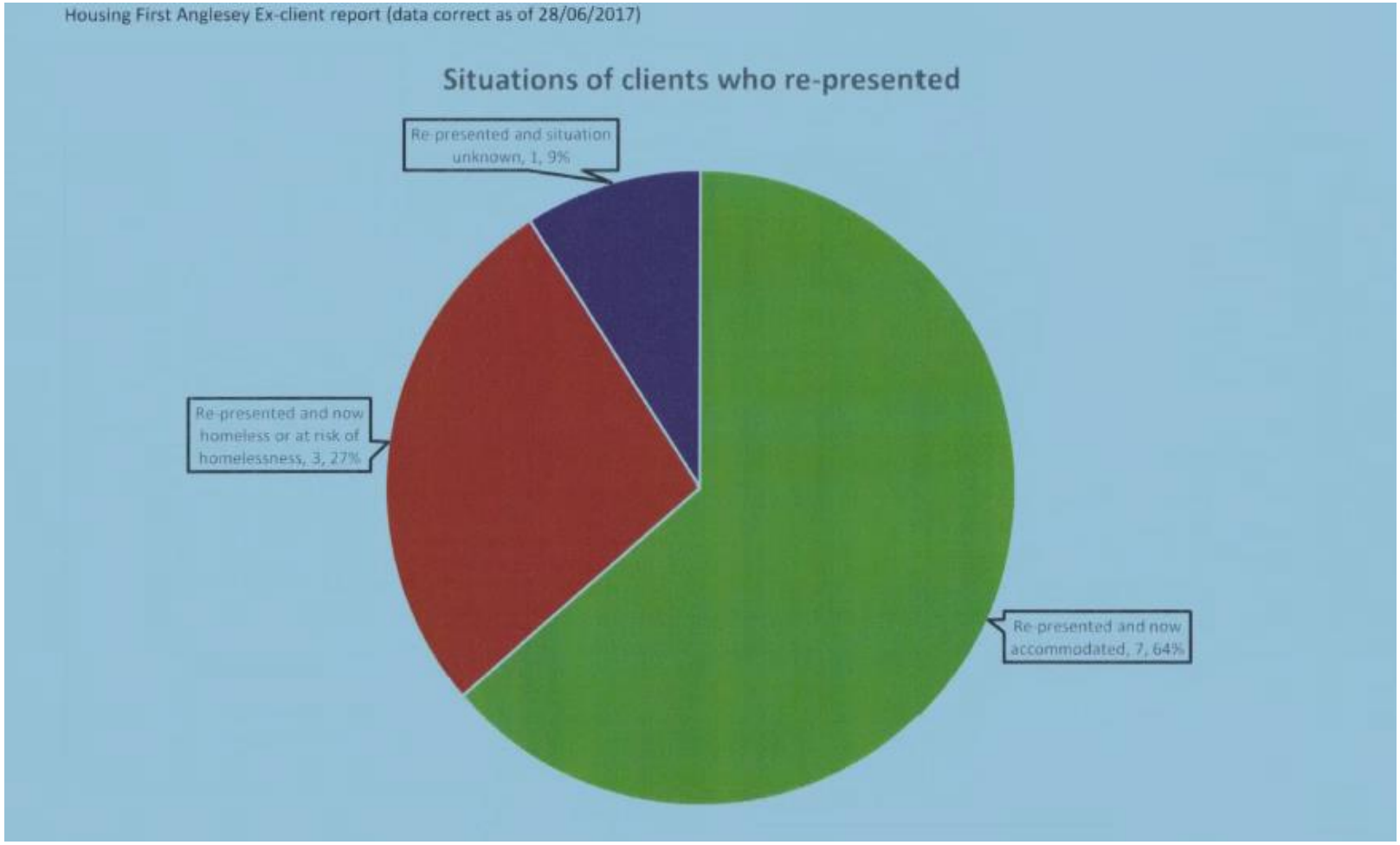
Accommodation Outcomes



Service Users Re-presenting as Homeless Or At Risk of Homelessness

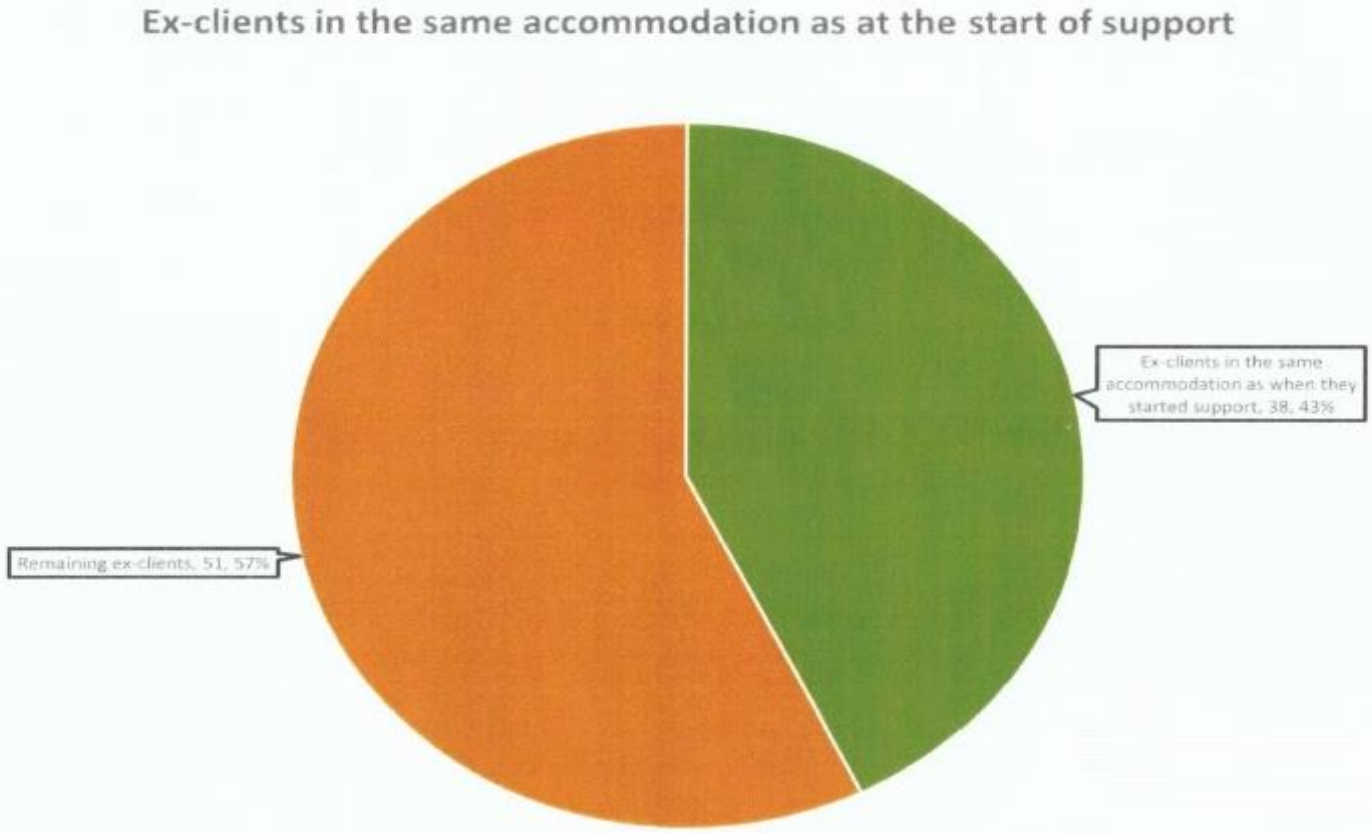


Service User Circumstances Upon Re-Presentation



Where Are They Now?

Housing First Anglesey Ex-client report (data correct as of 28/06/2017)



Comments from Housing First customers

The Wallich is a much need service that has a valuable impact within the community. I do not know where I would be without them. Actually I do (I'd be homeless, physically, mentally, emotionally, deteriorating

Everybody needs help from time to time and this service gives that in bucket loads.

Happened quickly. Happy with the service

Because you get 100% support – they are totally professional, caring, easy to get hold of, easy to get along with, non-confrontational and extremely understanding

I could not get any better service – I have had 24/7 support with someone always at the end of the phone should I need it. In my opinion this is what people need

"I would definitely recommend the Wallich they are great"

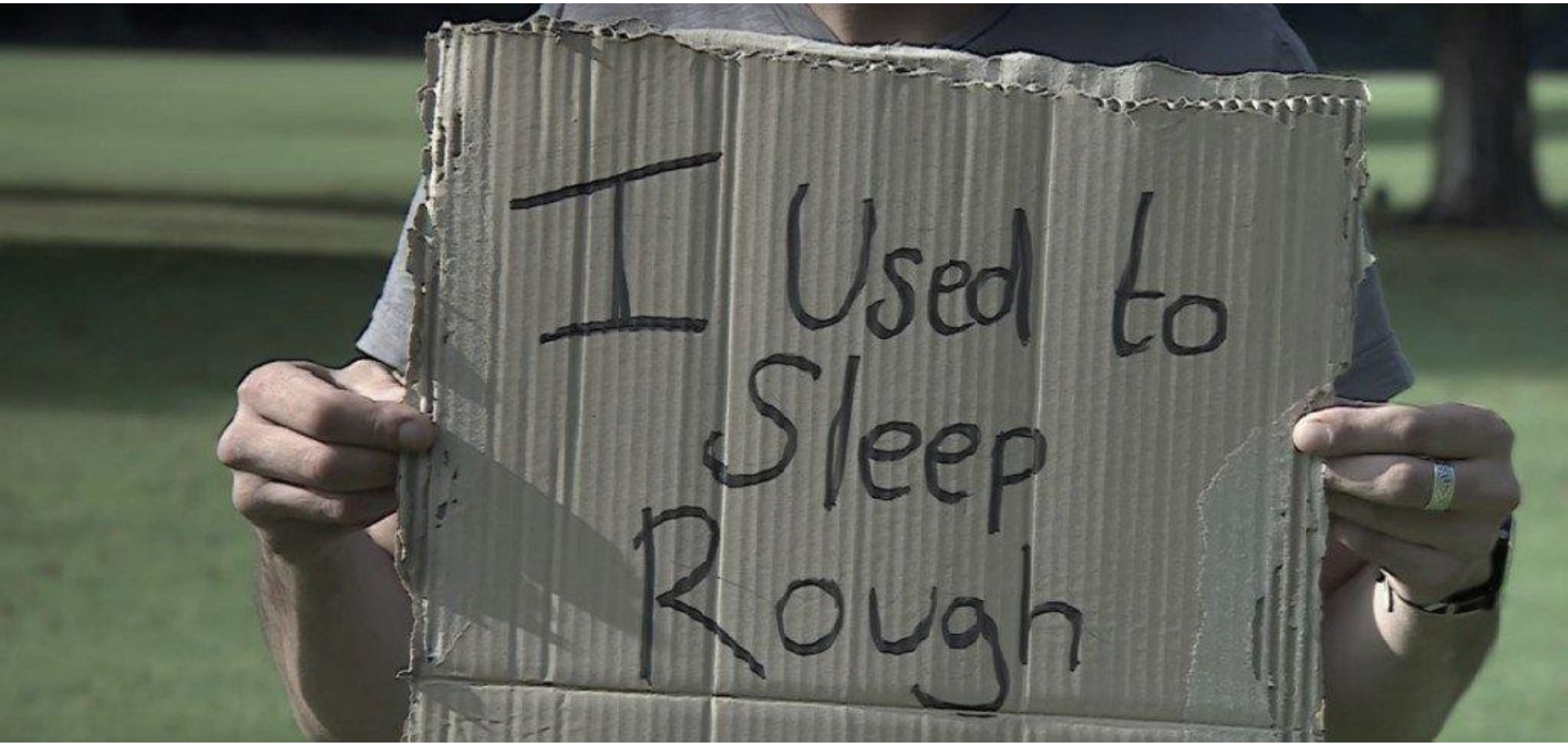
My future looks bright, thanks to the Wallich.

Recent policy announcement

- Welsh Government announced additional transitional funding including Housing First;

- IoACC Supporting People re-tendering the Housing First model, with a view of extending number of units to be supported

Case Studies



Questions

Diolch yn fawr / Thank you

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