

## Appendix 1

### WMCA Homelessness Taskforce Voluntary Commitment to Collaborate to Prevent and Relieve Homelessness - Roundtables

Health Sector Roundtable 30<sup>th</sup> May 2019



| UNIVERSAL PREVENTION  | TARGETED PREVENTION                                       | CRISIS PREVENTION & RELIEF  | RECOVERY                         | MOVE ON SUPPORT | SETTLED HOME |
|---|---|---|----------------------------------|-----------------|--------------|
| <b>ALL PRIMARY CARE SERVICES</b> (GP, Dental, Pharmacy and Optometry)                                   | <b>HOMELESSNESS GP SERVICES</b> – mental/ physical health |   |                                  |                 |              |
| <b>ACCESS TO GPs/ services</b> (part of primary care medical) Policy = GPs cannot refuse access to care | <b>OPEN SURGERIES</b> for people not registered           |   |                                  |                 |              |
| <b>SCREENING SERVICE</b>  |   | <b>INPATIENT SERVICES</b> – responding to crisis rather than prevention | <b>ALL PRIMARY CARE SERVICES</b> |                 |              |
| <b>IMMUNISATIONS SERVICE</b>  |   | <b>MENTAL HEALTH SERVICES</b>   |                                  |                 |              |
| <b>EMPLOYER/JOBS</b>  |   | <b>DRUG &amp; ALCOHOL SERVICES</b>                                      |                                  |                 |              |
| <b>EMPLOYER WELLBEING</b> – HR policies – mental health, DV, homelessness (explicitly mentioned)        |   | <b>HOSPITAL DISCHARGE PROTOCOLS</b>                                     |                                  |                 |              |

**Opportunities in the Health Sector**

| UNIVERSAL PREVENTION   | TARGETED PREVENTION   | CRISIS PREVENTION & RELIEF   | RECOVERY  | MOVE ON SUPPORT  | SETTLED HOME   |
|--|---|--|---|--|--|
| <p><b>ACCESS TO GPs</b> – ensure GP surgeries are accepting people who are homeless – current practice varies better awareness needed – clear messaging i.e. can use GP practice address to register – increased messaging - implement a no missed opportunity approach – focus on workforce culture, professionalism, skills</p> <p><b>ACCESS TO WIDER HEALTH</b> – ensure access to NHS dental services, screening, immunisations</p> <p><b>EMPLOYER</b> - who can we employ? – flexing recruitment/safeguarding policies – Ban the Box</p> <p><b>APPRENTICESHIPS</b> – increase the number, get better at spending the money available (apprenticeship levy) – integrate live/work models</p> | <p><b>EMPLOYER</b> – create jobs, work experience and volunteering opportunities for people with lived experience and peer approaches – Ban the Box</p> <p><b>PIE</b> – use and link to workforce</p> <p><b>TARGETING INJECTING PRACTICES</b></p> <p><b>PERSONALISED HOUSING PLANS</b> – training from housing authorities on how the HRA works</p> <p><b>TARGETED SUPPORT</b> to help navigate the multiple services and hoops</p> | <p><b>HOSPITAL DISCHARGE</b> - step down accommodation/support needed for hospital discharge , create more discharge liaison officer posts</p> <p><b>ALCOHOL/DRUG SERVICES</b> – create alcohol /drug liaison services in hospital to facilitate successful hospital discharge</p> | <p><b>MULTIPLE &amp; COMPLEX NEEDS</b> – consider thresholds for services, implement talking therapies</p> <p><b>CULTURE CHANGE</b> - deliver services from buildings/places that people frequent rather than surgeries &amp; hospital - tap into community goodwill, faith groups</p> <p><b>TRANSITION</b> - from residential care</p> | <p><b>EXPLORE HEALTH NEEDS</b> - impact of TA on children and families what are the health needs of this population?</p> | <p><b>NHS ESTATES</b> (land and buildings) – empty unused public building bring back in use and contribute to housing supply – use to increase step down accommodation, more live/work schemes - How? work with someone who is prepared to take a risk find a partner to run it for you charge a peppercorn rent - working with a charity - access Homes England £</p> |

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| DATA – use it better to understand need |  |  |  |  | ➔ |
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### Achieving collaboration and aligning systems

- Introduce forums with ‘clout’, money and decision making powers to link systems – include Healthwatch, NHS England and Health Education England (HEE) who have a key role in the healthcare workforce development (including MECC and All Our Health e-learning)
- There are crossovers – Criminal Justice, Housing, DWP, Community facilities = Opportunities to work together to gain knowledge and align systems across the region
- Multi-agency responses – draw on good examples
- Strategic buy in – Identify who to influence – Need system leaders
- Make Every Contact Count
- Jobs/Apprenticeships – Live & Work schemes - Collaborate with housing and support providers
- Data – Not numbers but nature of need – Know your community - Better understand cultures
- Provide a service and see who needs it – Best way to quantify need?
- Build somewhere people want to go and provide health services from there - Place based collaborative piece - Hard to reach – Take healthcare to places people want to go
- ‘All our Health’ website – Useful link for upskilling workforce - Access to good advice and information
- Tapping into lived experience to inform services
- Introduction of one single/consistent hospital discharge process/pathway/protocol
- Health Sector organisations can take forward social value principles to increase local economies and target growth at disadvantaged neighbourhoods and to improve local environments
- Inreach and Outreach support (e.g. including medical support on rough sleeper walkabouts)



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|---|--|--|--|-----------------|--------------|
| <p><b>COMMUNITY SENTENCES</b></p> <p><b>FIND MY WAY (NPS/CRC), IMPACT PATHWAYS (Police)</b> – information web platforms</p> | <p><b>HOMELESSNESS REDUCTON ACT</b> – bringing services together</p> <p><b>ASB</b> – holistic approach</p> <p><b>BOND SCHEME (PRS)</b> – incentive for landlords</p> <p><b>ENTERING CUSTODY</b> - NPS/CRC – assessment of circumstances, long = look to end tenancy, short = manage/sustain</p> <p><b>RESSETTLEMENT FAIRS</b></p> <p><b>FLOATING SUPPORT SERVICES</b> – e.g. NRPFs</p> <p><b>NAVIGATORS OUT OF COURT DISPOSAL SCHEME</b> – opportunity to identify offending behaviour, for first time offenders and low level</p> | <p><b>RESETTLEMENT SERVICE</b> – 12 weeks before if NFA, assess and refer (duty to refer/link into other services)</p> <p><b>RESERVED BED FUND</b></p> <p><b>RENT DEPOSIT SCHEME</b></p> | <p><b>NACRO BASS</b> – nationally commissioned service for people on TAG</p> <p><b>ALCOHOL/MENTAL HEALTH/DRUG TREATMENT ORDERS</b></p> <p><b>RECALL – 14/28 days</b></p> |                 |              |

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|  | <p><b>PREVENTATIVE SERVICES</b><br/>– e.g. CARA Scheme (perpetrators of DA), knife crime (harm reduction), drugs intervention service in custody, BC Women’s Aid<br/>– prevent women entering custody</p> <p><b>CHILDREN</b> – working with those whose parents in custody</p> |  |  |  |  |
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**Opportunities in the CJS Sector**

| UNIVERSAL PREVENTION   | TARGETED PREVENTION                        | CRISIS PREVENTION & RELIEF  | RECOVERY  | MOVE ON SUPPORT  | SETTLED HOME   |
|--|--|---|---|--|--|
| <p><b>EDUCATION</b> – housing related - in schools</p> <p><b>WEB PLATFORMS</b> – better awareness, roll out to other professionals – partnership approach</p> <p><b>POLICIES</b> – review of unintended consequences</p> | <p><b>DUTY TO REFER</b> – role in PHPs</p> | <p><b>PROBATION DEVELOPMENT</b> – funding to strengthen service</p> <p><b>PARTNERSHIP</b> – tap into voluntary sector, get to know who key players are, joined up discharge</p> | <p><b>ACCESS TO INFORMATION</b> – in prison</p> <p><b>JOIN UP SERVICES</b> – commissioning approaches to strengthen partnership and expertise – link to</p> <p><b>COMMUNITY SAFETY PARTNERSHIPS</b></p> | <p><b>PARTNERSHIP</b> – e.g. with Homes England £ to provide the right type of accommodation</p> <p><b>TENANCY STARTER KITS</b></p> <p><b>KITEMARK</b> – establish for non-commissioned accommodation – put onus on providers to ensure they are safe</p> <p><b>PROGRESSION SERVICES</b> e.g. getting people into employment</p> <p><b>CULTURE CHANGE</b> – short term to long term solutions</p> <p><b>DATA</b> – info in custody suites, where is the best possible place to provide services?</p> | <p><b>CUSTOMER JOURNEY</b> – commission research to understand routes</p> <p><b>LOBBYING</b> – government on housing investment decisions – communicating concerns about rise of unregulated exempt HMOs</p> |

**Achieving collaboration and aligning systems**

- HMPPS (MOJ) National Accommodation Strategy
- PCC supporting scrapping the Vagrancy Act
- Culture change – shift to early intervention and prevention
- Solihull, Wolves holistic ASB service

- Child First Approach to Policing – trying to reduce trauma and inform CJS future approach
- Duty to refer – HRA supports aligning the system – opportunity for collaborative PHPs and to use them to make the pathway work more effectively
- Understand what each organisation’s role is – work collectively
- Link to existing services (e.g. voluntary, community groups) and frameworks - join up support for an individual – link in/outreach services
- Dynamic purchasing system commissioned locally – an opportunity for VCS to become directly involved in delivery and bring expertise, shape locally, more about community
- What does the customer journey look like? Where are blockages, quick wins
- Transition from short to long term solutions
- Business Case for CSR – system change work – trailblazer - make case for spend to save – early Vs late spend
- Draw on lived experience – person centred
- Data – how many people are being released to WMCA region? Inform commissioning and influence lobbying

Structures and services currently in place across DWP

| UNIVERSAL PREVENTION   | TARGETED PREVENTION   | CRISIS PREVENTION & RELIEF   | RECOVERY  | MOVE ON SUPPORT | SETTLED HOME  |
|--|---|--|---|-----------------|---|
| <p><b>24/7 CONTACT</b> – online – making sure people get the benefits that they are entitled to – journal notes can flag up concerns to Work Coaches/Case Managers</p>                       | <p><b>FOLLOW UP</b> conversations with claimants when needed</p>  |  | <p><b>TAPPING INTO RESOURCES £</b> – ESF, Big Lottery, Princes Trust – programmes of support – flexible funding pots for example for travel, clothing</p> |                 | <p><b>HELP TO CLAIM</b> – CAB contract – for people recently made unemployed to sustain home</p>  |
| <p><b>PARTNERSHIP WORKING</b> – e.g. landlord forums on UC to help avoid arrears</p>   | <p><b>PARTNERSHIP WORKING</b> – strong links with LA housing options – eviction prevention</p>  | <p><b>PARTNERSHIP WORKING</b> – close links with RSLs to place people in identified voids</p>  |   |                 | <p><b>AVOIDING SANCTIONS</b> – ensure claimant commitment is right, use as last resort, explore all other options – Bham one of the lowest areas in country for sanctions</p> |
| <p><b>INFORMATION &amp; ADVICE</b> – dispel myths about UC, ensuring appropriate support available for an individual’s circumstances, provide info on Council Tax benefit</p>                | <p><b>SINGLE POINT OF CONTACT</b> – at job centres – homelessness</p> <p><b>COMPLEX NEEDS PLANS</b> – working with partners to resolve immediate problems</p>                                     | <p><b>FLEXIBILITY</b> – switching off conditionality</p>   |   |                 |   |
| <p><b>EMPLOYMENT SUPPORT</b> – helping people into work (the right job); work with employers to enhance opportunities e.g. for vulnerable/excluded groups; avoid online recruitment only</p> | <p><b>SPECIALIST SERVICES</b> – Inreach/Outreach e.g. P3 Navigators Service (LA funded) P3 staff dropping into Job Centre to prevent homelessness – focus on individuals struggling with rent</p> | <p><b>OUTREACH</b> – Work Coaches working with other agencies to meet needs e.g. in Walsall – Police supporting rough sleepers to go to Job Centre</p> |   |                 |   |



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| <p>processes, facilitate work experience and trials</p> <p><b>EMPLOYER/JOB</b></p> <p><b>EMPLOYER WELLBEING</b> – HR policies to support employees e.g. MH First Aid</p> | <p>payments. Work Coaches in prisons, Crisis Pilot – 2 Coaches in DWP identify housing issues and refer to Crisis for housing support and DWP focus on employment support. Outreach e.g. St Basils Solihull, Shelter for older homeless people in Birmingham, North Youth Offending Service, Harbourne GP surgery and 4 Family Support hubs. Coming soon... outreach at Women’s Aid to support DV and at South Youth Offending Service.</p> <p><b>TRAINING</b> – e.g. of Work Coaches on Homelessness →</p> | <p><b>HOUSING FIRST</b> – direct payments to landlords</p> <p><b>DOMESTIC ABUSE</b> – ability to split payments quickly</p> |  |  |   |
| <p><b>PARTNERSHIP MANAGERS</b> – specialists e.g. care leavers, eviction prevention</p>  |   |   |  |  | → |

**Opportunities across DWP**

| UNIVERSAL PREVENTION  | TARGETED PREVENTION  | CRISIS PREVENTION & RELIEF  | RECOVERY  | MOVE ON SUPPORT  | SETTLED HOME  |
|---|--|---|---|--|---|
| <p><b>PARTNERSHIP WORKING</b></p> <ul style="list-style-type: none"> <li>- Relationships with out of area LAs</li> <li>- Ensure forums are productive and outcome focussed not just talking shops</li> <li>- More work with private landlords</li> <li>- Further work on dispelling UC myths – having conversations to help inform and influence policy change</li> </ul> | <p><b>PARTNERSHIP WORKING</b></p> <ul style="list-style-type: none"> <li>- More work with private landlords to iron out Alternative Payment Arrangement issues (policy &amp; practice)</li> <li>- Work with PRS to understand what the cause of the problem actually is</li> <li>- Work with landlords to understand processes and actions that can be taken before arrears have built up</li> </ul> <p><b>SPECIALIST SERVICES</b> - explore alternative points of contact e.g. potential of street outreach service</p> | <p><b>CONTINUITY OF SUPPORT</b> e.g. for those in supported accommodation or TA, care leavers etc</p> <p><b>PAYMENTS</b> - e.g. DA support if child benefit being paid to perpetrator</p> <p><b>SPEED</b> with which able to help rough sleepers and people who are destitute</p> <p><b>ACCESSIBILITY OF SYSTEMS</b> – consider how people can access if they have no internet e.g. rough sleepers</p> <p><b>ENGAGEMENT</b> - with rough sleepers who don't/won't access Job Centre</p> <p><b>NRPS</b> – where does this group go to get help – better understanding needed</p> | <p><b>TAPPING INTO £ RESOURCES</b> – identify gaps with partners to get to hard to reach groups</p> <p><b>SUPPORTED HOUSING/EMPLOYMENT</b> – making work pay – removing the disincentive/trap</p> <p><b>SHARING PRACTICE</b> – e.g. easement of conditions, switching of conditions</p> | <p><b>PARTNERSHIP WORKING</b> – closer working with LAs to identify exempt supported accommodation correctly, care leavers from other authorities etc</p> <p><b>TARGETED SUPPORT</b> – advice for people on UC about help with housing costs if in genuine supported housing – support with managing/avoiding overpayments</p> | <p><b>PARTNERSHIP WORKING</b> – closer working with landlords to link to employment opportunities</p> |

**Achieving collaboration and aligning systems**

- Strengthening partnerships with GPs, hospital services, CCGs (explore commissioning of specific services), Police, housing options and banks
- Being at the right table (e.g. safeguarding Boards, OPCC, Homelessness Taskforce), having the right conversations
- Demystifying the role of DWP

- Using flexibilities to embed homelessness prevention mechanisms – develop a system that reaches everyone
- Where are the points of contacts – touch points – when, where, how – reaching out to others in claimants' networks
- Draw from good practice examples
- Hard wiring housing stabilisation as the priority above all else
- Tap into available funding
- Conditionality of benefits – use funding to set up own programmes to support people into employment
- Using Job Centres as c/o address