

Glasgow City

HSCP

Health and Social Care Partnership

GLASGOW CITY HSCP INTER-AGENCY HOUSING FIRST DEVELOPMENT

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Homeless Position in Glasgow

In 2016/17 Glasgow HSCP received 5378 Homelessness Applications

(* Information for 16/17 statistics ***)**

- 61% Male & 39% Female
- 73% aged 26-59 years
- 23% had children
- 42% had multiple complex needs
- 8% had slept rough in the previous 3 months
- 11% repeat presentation from previous 12 months
- 38% progressed to Scottish Secured Tenancy

Background & Context

- Glasgow City has secured one of the largest City Deals in the UK
- As a result of the above Glasgow Health & Social Care Partnership (HSCP) was required to relocate a directly provided Emergency Accommodation Service
- The HSCP took the decision to reconfigure the Emergency Service provision and rapidly progress a Housing First Project
- As a result a purchased Emergency Accommodation Service provided by Salvation Army service was reconfigured from a residential emergency service to a Housing First model
- This allowed HSCP's Clyde Place Emergency & Assessment Residential Service to be vacated and re-located to the Rodney Street building.

HSCP Housing First Project

- HSCP adopted a Housing First approach to meet the needs of 54 individuals with complex needs who have experienced repeat homelessness
- The HSCP project was delivered in partnership with:
 - ❖ **The Wheatley Group who are providing the tenancies**
 - ❖ **The Salvation Army who are providing the intensive support packages**
 - ❖ **Social Bite who have provided financial support for furnishings**
- The Housing First Project will be expanded to meet the needs of 75 individual with complex needs
- Housing First is a well evidenced approach to tackling homelessness and also shifts services from the traditional tiered support approach

The reality

- HSCP advised in March 2018 to vacate Clyde Place by September 2018
- Original plan would cost £20 million and take a number of years
- HSCP took the opportunity to rapidly progress Housing First
- The Challenges:
 - Very tight timescale
 - Dual Planning – Service Relocation/Reconfiguration
 - Multi-partners agreeing to work towards same goal
 - Organisational systems and process being left at the door
 - Organisation and staff culture

What was needed

- Organisations and people having the courage to do things differently
- Light Touch Approach to Formal Processes
- Strong Multi-Agency Implementation Process from the onset
- The right people around the table
- Innovation and Creative thinking
- Partners involved who actively pushed the Housing First Agenda
- Development of the Multi-disciplinary Housing First Operational Team
- Commitment to the project and commitment to change

What the Project Delivered

- Housing First Multi-disciplinary Team included:
 - ❖ HSCP Statutory Housing First Assessment Team
 - ❖ Wheatley Group Housing First Project Officer
 - ❖ Salvation Army Service Co-ordinator
 - ❖ HSCP OT support
 - ❖ Welfare Rights Support
 - ❖ Commissioning Support
- The Project involved the review of 84 vulnerable men
- 33 men with complex needs assessed and identified for Housing First service
- 51 men progressed to alternative accommodation options
- Relocate HSCP Emergency Accommodation Assessment Centre

Housing First Support

All Housing First Support Packages include:

- Intensive and Assertive Support Provision – up to 10 hours (increase if required)
- Scottish Secure Tenancy – *based on individual choice and accommodation requirements*
- Choice of Furniture Package and Essential Household Items
- Ongoing review and support from Housing First Assessment Team

Outcomes

- 25 Individuals have moved into their own tenancy
- A further 8 are receiving intensive support with an agreed move-in date
- Formal reviews have been completed with strong evidence of positive outcomes
- Average hours of support being delivered 8-10hrs weekly
- On call out-of-hours system
- Active engagement approach is used – assertive outreach
- Service is based on the individuals strengths and aspirations
- A harm reduction approach is used
- Tenancies now becoming Homes

Glasgow's Multi-Agency Approach to Housing First

- **Glasgow Multi-Agency Housing First**

- ❖ HSCP Housing First Project
- ❖ Social Bite Consortium
- ❖ City Mission/Simon Community Housing First Projects

- **Standardised Approach**

- ❖ Single Referral Pathway and Complex Needs List
- ❖ Agreed Assessment & Outcome Monitoring Tool
- ❖ Multiple Housing First Tenancy Options

- **Multi-Agency Governance**

- ❖ Homelessness Strategy - Housing First Sub-Group
- ❖ Housing First Glasgow Delivery Group
- ❖ Standardised Multi-Agency Allocation process – weekly meetings

Next Steps

PHASE 1

(May 18 to Sept 18)

- Housing First available to all individuals with complex needs within Clyde Place and Rodney Street
- Closure of Clyde Place
- Reconfiguration of Rodney Street

PHASE 2

(Oct 18 to Jan 19)

- Glasgow Housing First Approach developed
- Housing First available to all individuals identified via complex needs services

PHASE 3

February 2019

- Housing First embedded into practice/systems
- Housing First available as core option for Homeless/Complex Needs

QUESTIONS