



# **Crisis Response and Homelessness Prevention Services**

**Further service model co-design session:**  
**Mental Health - Supported accommodation and floating support**

**5 November 2018**





1.00pm	Welcome and introductions
1.05pm	Context
1.10pm	Part 1: Service Delivery Models
1.20pm	Part 1 - group discussion
2.00pm	Part 2: Social Value Commitment
2.10pm	Part 2 – group discussion
2.55pm	Next steps, questions and close



# Context



- In August, and as part of our market engagement, we held an initial co-design session to:
- share what we know about people who are currently or have previously used our crisis responses and homelessness prevention services,
  - learning from front line experience;
  - identify gaps in current service provision that the scope of the new service models should seek to meet; and
  - develop a shared understanding of who our services should support going forward, and more importantly, how, through:
    - accommodation settings and capacity
    - workforce skills, training and experience
    - solutions for people who need some form of ongoing support



# Purpose of the day



Building on our ambition to make the prevention of homelessness everyone's business, today is a further opportunity to contribute to the co-design of our crisis response and homelessness prevention services, and be maximising our collective skills, knowledge, experience and resources help residents to maintain the foundations for a stable **LIFE**:

- somewhere to live
- an income
- financial inclusion
- employment opportunities

We will be reviewing the feedback received since August and collectively considering how the **Mental Health - Supported accommodation and floating support** contract can best respond to the needs of the people who it will support.

We will also think about **Social Value**; what can be achieved and how the collective benefit to the community can be embedded within the design and delivery of the service.





# Part 1

## Responding to Need – Service Model Proposals



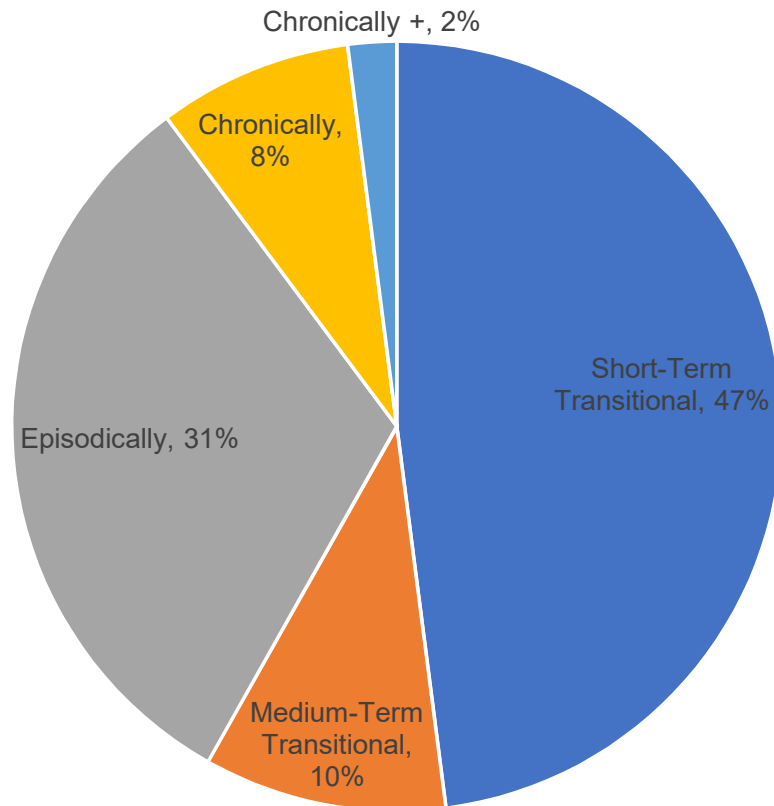
# Proposed Lot Structure of Contracts



<b>Single homeless</b>	<b>Crisis accommodation hub - West</b>	<b>Crisis accommodation hub - East</b>
	<b>Lot 1 – Supported accommodation citywide</b>	
	<b>Lot 2 – Supported accommodation citywide</b>	
<b>Young People</b>	<b>Supported accommodation and resettlement</b>	
<b>Mental Health</b>	<b>Supported accommodation and floating support</b>	
<b>Multiply excluded</b>	<b>Outreach</b>	<b>...out with April 19 tender</b>



# Who is currently using our services?



We have identified 5 segments across our dataset as follows:

**Short-Term Transitionally Homeless:** individuals who have had 1 episode of homelessness\* for a period of no more than 9 months

**Medium-Term Transitionally Homeless:** individuals who have had 1 episode of homelessness for a period of between 9 months and 2 years

**Episodically Homeless:** individuals who have had 2+ episodes of homelessness of less than 2 years cumulatively

**Chronically Homeless:** individuals who have had 1+ episodes of homelessness of between 2 and 4 years cumulatively

**Chronic+ Homeless:** individuals who have had 1+ episodes of homelessness lasting more than 4 years

■ Short-Term Transitional ■ Medium-Term Transitional ■ Episodically ■ Chronically ■ Chronically +

\* Accessing an accommodation based service  
^ numbers may not sum due to rounding

# Severe and Multiple Disadvantage Profile



Gateway data suggests that the Severe and Multiple Disadvantages that are experienced by people using our services are (some will be self declared and may not be diagnosed):

	Segment 1	Segment 2	Segment 3	Segment 4	Segment 5	Overall Population
Offending	79%	74%	79%	82%	60%	78%
Mental Health	70%	78%	72%	76%	72%	73%
Drugs	50%	44%	58%	57%	47%	53%
Alcohol	52%	46%	49%	49%	63%	50%





# Feedback – Responding to Need (1)



Service requirements	Type of support	Type of needs	Admit criteria, length of stay, unit capacity
<p><b>Supported Accommodation</b></p> <p>High quality accommodation and support in community based settings, that enables people with a mental health problem to gain and retain the skills necessary to live as independently as possible by promoting these skills and promoting social inclusion.</p> <p>Accommodation must have a 24/7 response with appropriate staffing levels that enable risk to be managed safely.</p> <p>The accommodation offer also needs to be able to respond to people for whom communal living is not appropriate or conducive to success.</p>	<p>Specialist support to be person centred, not prescriptive and therefore flexible to meet an individual's changing needs and their potential fluctuating levels of engagement.</p> <p>Support to be focussed on maintaining or improving an individual's mental health, whilst ensuring that their homelessness is prevented.</p> <p>Outcome focussed ways of working that use strength based approaches to provide support that capitalises on the assets of the individual.</p> <p>Define and agree support plan actions that may be aligned to the <b>Inclusion Plan</b> and are outcome focussed.</p>	<p>Respond to a wide range of circumstances in which people with mental health problems who require support accommodation, including but not limited to:</p> <ul style="list-style-type: none"> <li>• People who are leaving hospital, crisis beds, mental health residential care or prison</li> <li>• People who are struggling to manage their tenancy and are at risk of becoming homeless or a hospital admission or into mental health residential care</li> <li>• People who are living in temporary accommodation</li> </ul>	<p><b>Referrals and Admit</b></p> <p>Referrals into services are via the Newcastle Gateway or directly from Active Inclusion Team</p> <p><b>Length of stay</b></p> <p>Being less prescriptive about the period of time to be spent in supported accommodation; planning should be more focussed on developing the capacity and resilience of the person to prepare them to move-on to greater independence.</p> <p><b>Duration of Support</b></p> <p>Longer-term support to maintain their tenancy to help them live independently in the community.</p>



# Feedback – Responding to Need (2)



Service requirements (cont..)	Type of support (cont..)	Type of needs (cont..)	Admit criteria, length of stay, unit capacity (cont..)
<p><b>Supported Accommodation</b></p> <p>A range of accommodation options that are driven by support requirements:</p> <ul style="list-style-type: none"> <li>• Short term accommodation and support to help them resettle into the community</li> <li>• Short or long term accommodation and support to remain living in the community</li> <li>• short term accommodation and support to help them gain the skills for independent living</li> </ul>	<p>Opportunities for co-location to facilitate the provision of integrated, and psychologically and trauma informed interventions to reduce crisis for those with complex needs (drugs, alcohol, mental health, offending).</p> <p>Develop and coordinate multi-agency responses that create and promote sustainable independence.</p>		<p>Resettlement support that is flexible to respond to need, and may be longer term to maintain independence.</p> <p><b>Unit Capacity</b></p> <p>Smaller units of accommodation, some shared, some self contained.</p>



# Feedback – Responding to Need (2)



Service requirements (cont..)	Type of support (cont..)	Type of needs (cont..)	Admit criteria, length of stay, unit capacity (cont..)
<p><b>Floating Support</b></p> <p>Visiting floating support that enables service users to gain and retain the skills necessary to continue to live as independently as possible by promoting those skills and social inclusion:</p> <ul style="list-style-type: none"> <li>• a highly intensive level of support; needing a short-term but intensive approach;</li> <li>• intermediate support whereby a crisis has been addressed and the service user has become established and their needs remain substantial but have stabilised;</li> </ul>	<p>Specialist support to be person centred, not prescriptive and therefore flexible to meet an individual’s changing needs and their potential fluctuating levels of engagement.</p> <p>Support to be focussed on maintaining or improving an individual’s mental health, whilst ensuring that their homelessness is prevented.</p> <p>Outcome focussed ways of working that use strength based approaches to provide support that capitalises on the assets of the individual.</p> <p>Define and agree support plan actions that may be aligned to the Inclusion Plan and are outcome focussed.</p>	<p>Respond to a wide range of circumstances in which people with mental health problems who require support accommodation, including but not limited to:</p> <ul style="list-style-type: none"> <li>• People who are leaving hospital, crisis beds, mental health residential care or prison</li> </ul>	<p><b>Referrals and Admit</b></p> <p>Referrals into services are via the Newcastle Gateway or directly from Active Inclusion Team</p>



# Feedback – Responding to Need (2)



Service requirements (cont..)	Type of support (cont..)	Type of needs (cont..)	Admit criteria, length of stay, unit capacity (cont..)
<p><b>Floating Support</b></p> <ul style="list-style-type: none"> <li>low level support; whereby only minimal contact is required to monitor the service user and ensure they do not regress and lose the ability to cope and manage their accommodation</li> </ul>	<p>Opportunities for co-location to facilitate the provision of integrated, and psychologically and trauma informed interventions to reduce crisis for those with complex needs (drugs, alcohol, mental health, offending).</p> <p>Develop and coordinate multi-agency responses that create and promote sustainable independence.</p>	<ul style="list-style-type: none"> <li>People who are struggling to manage their tenancy and are at risk of becoming homeless or a hospital admission or into mental health residential care</li> <li>People who are living in temporary accommodation</li> </ul>	



# What outcomes do we want to achieve?



## Somewhere to **LIVE**:

- Safe temporary accommodation
- Support to develop the skills to live more independently
- Where possible, supported to move-on to affordable, suitable and sustainable accommodation

## An **INCOME**:

- Income maximised through receiving appropriate benefits and entitlements
- Awareness raising and support to identify and prevent financial exploitation

Person Centred Support & the foundations for a stable **LIFE**

## **FINANCIAL INCLUSION**:

- Supported to set up a bank account
- Support to develop budgeting skills
- Payment plans established to pay off arrears
- Access support from specialist agencies, such as Money Matters

## **EMPLOYMENT** opportunities:

- Supported to access education, training, or vocational studies
- Supported to engage with volunteering opportunities
- Support to increase self esteem, confidence and self-belief that they're capable and are employable
- Support to enter the employment market



# What outcomes do we want to achieve?



Reduced hospital admissions

Be safe from maltreatment, neglect, abuse and exploitation

Reduce carer stress

Increased capacity to manage self-harm, avoid causing harm to others, and minimise harm/risk of harm from others

Being informed and empowered to exercise choice and control in their own lives

Person Centred Support & the foundations for a stable **LIFE**

Have a healthy lifestyle and avoid risky behaviours

Better managed and improved physical health

Establish, and be supported to maintain engagement with family, community and social network

Improve health and wellbeing

Establish, and be supported to maintain engagement with support services

Better managed, leading to decreased, substance misuse



# Part 1: Service Models – group discussion



1. Consider the service model and particularly the **service requirements** (what the service will deliver), the **type of support** (how it will be delivered), the type of **needs** (who the service will support), and the **admit** criteria, length of **stay**, unit **capacity** of the service:
  - a) Is there provision missing, or based on your experience, a need that would not be met through this proposed model?
  - b) Is there anything else we need to consider?
  
2. Thinking of the outcome-focused approach (Access, Eviction and Move on and personalised outcomes) consider:
  - a) How does this proposed model of support contribute to the outcomes described?
  - b) What are the challenges to achieving these outcomes in this Contract?
  - c) Have we missed any opportunities?
  - d) What do you think success could look like in this Contract?



# Part 1: Service Models – group discussion



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# Part 2

## Commitment to Social Value



# What is Social Value?



The Public Services (Social Value) Act came into force on 31 January 2013. It requires commissioners to think about how they can also secure wider social, economic and environmental benefits through the commissioning and procurement of public services.

Social Value refers to wider financial and non-financial impacts of programmes, organisations and interventions, including the wellbeing of individuals and communities, social capital and the environment.

The Act gives us a framework and mechanism to talk to our local market to design better services and consider new and innovative solutions to difficult problems.



# Our Social Value Commitment



Newcastle made a **Social Value Commitment** which sets out four principles of Social Value.

These principles are what Social Value means in Newcastle and form the basis of our focused activities throughout the commissioning cycle.

Securing Social Value is at the **heart of our activity** as it helps to maximise the collective benefit to our communities and residents in Newcastle.

We all need to consider how Social Value could shape the design of services and how it is built into the service to **maximise the collective benefits**.

Working in partnership with stakeholders at an early stage (colleagues, communities, markets, partners and others) helps us to build a better picture of the opportunity and to put Social Value at the heart of the design...through the commissioning model, KPI's, contract design, evaluation criteria, etc

**Think, Buy,  
Support  
Newcastle**



**Community  
Focused**

**Ethical  
Leadership**



**Green and  
Sustainable**



# Our Social Value Commitment



Newcastle made a **Social Value Commitment** which sets out **four** principles of Social Value:

## 1. Think, Buy, Support Newcastle

- value local spend and spending money locally generates value across our supply chain, and effectively delivers it to local people.

## 2. Community Focussed

- Understand and deliver value that local people recognise and ensure mechanisms in place for local people and partners to give feedback that is then used to shape practice
- Working together with partners who have a common interest, creating a greater recognition of, and response to our specific local social challenges

## 3. Ethical Leadership

- We will seek to work with businesses that employ high ethical standards within their practice, and those who want to work to improve their ethical approach.

## 4. Green and Sustainable

- Commitment to using resources efficiently and protecting the environment by minimising waste and energy consumption.
- Work with partners and providers to promote green and sustainable practice in the work that we commission and procure.

**Think, Buy,  
Support  
Newcastle**



**Community  
Focussed**

**Ethical  
Leadership**



**Green and  
Sustainable**



# Part 2: Social Value – group discussion



**Think, Buy, Support Newcastle** - What benefits will local delivery bring?

How will local people benefit (including but not only service users – think about the broader community who may experience employment, environmental and social benefits?)

Are the proposed 'Lotting' structure and specification requirements prohibitive to smaller organisations? Can subcontracting with local VCS orgs (and fairly) be considered?

How does the proposed contract length affect Social Value?

**Community Focused** - Thinking about the whole community (explicitly not service users):

What geographic or community boundary options are there within this opportunity that could influence Social Value

What does community data tell us about the potential contract geographies that can help us understand what particular Social Value related needs or interests exist within these boundaries?

What is the impact on the community related to physical location of services? How can risks be mitigated?



# Part 2: Social Value – group discussion



**Ethical leadership** - What ethical issues exist within the contract subject area:

Relating to service users or customers?



Relating to the whole supply chain?

Relating to the community as a whole?

How could these be resolved, and what benefits would accrue to the community if this was achieved?

How is the Newcastle Living Wage considered and what other employee benefits can be brought to bear?

**Green and Sustainable** - What environmental sustainability issues exist within the contract subject area:

Relating to service users or customers?



Relating to any goods or consumables that are frequently used in the current model?

Relating to use of natural resources in the current model?

What are the opportunities to engage with the community in green and sustainable ways?



# Next Steps



## Next steps

- Co-design session – 7 November 2018.
- Service user engagement continuing during November.
- Feedback from sessions will be collated, reviewed and published on the council's website <https://www.newcastle.gov.uk/business/tenders-contracts-and-procurement/market-position-statements>
- Final commissioning briefing incorporating and responding to feedback from market engagement activity will be published for consultation in December (following which the commissioning process will end and procurement activity will commence and there will be no further engagement outside of the procurement process)

## Indicative procurement timescales

- Presentation of service design proposal prior to issuing tender – December 2018
- Tender publication: early 2019
- Award: Spring 2019
- Contracts commence: late Spring 2019



# Questions from today...

