



Integrating housing and complex needs solutions in short term supported accommodation.



About us



Our mission:

To provide short term accommodation with access to high quality support and initiatives that enable homeless people to have a safe space in which they can begin to take control of their own lives.


Our aim:


The charity's aim is through our provision of a wide range of different types of accommodation homeless people will learn how to manage a tenancy, have improved self-esteem, a more positive self-identity and gain the skills that will enable them to move on, live and succeed with greater independence.



Our main services




 O'Hanlon House, a 56 bed hostel providing 24 hour support.


 During the day, around 80 people use our Day Services and we provide an overnight "Sit-Up" service for 10-15 people.



Community based houses



 Our move on projects are designed for people 18+ who are currently or have been homeless and are ready to make a positive change to their lives.


 We have 27 properties across Oxford and a 14 bed unit in Abingdon and in total can accommodate up to 144 people.


Reconnect service


 Homeless
Oxfordshire

Housing today, hope for tomorrow



 stable accommodation is essential at this stage in a homeless person's journey and we offer up to 2 years provision as a crucial building block before living independently.





 gaining paid employment is difficult we know that many of the homeless people we work with have limited skills, due to disrupted education and training and may be far from being work-ready.

 we offer clients a below market rent and OxHoP covers the difference.



Local context



-  In Oxford the average house price of £491,900 is around 16 times the average yearly household income £29,400
-  Homelessness pressures are increasing, with over 100 households per month approaching the City Council as homeless and requesting assistance.
-  Rough sleepers numbers are at their highest in the city. (overall there has been a 175% increase in the number of rough sleepers since 2012).
-  Accessing private rented accommodation or achieving a place with a Housing Association requires someone to be debt free and economically active. Move –on accommodation in Oxford is both very expensive and difficult to find.



Context for today



- Integrating housing and complex needs solutions
- Short term supported housing is just that, short term housing with support
- It is not about complex needs it is about complex responses and solutions
- Value based practice
- Enabling environments & MEAM.



Project - Need



- O Hanlon House Hostel ➤ Complex
- Project 41 ➤ Low-med & med-high
- Compass ➤ Low-med
- Sapling ➤ Med (High relapse)
- Housing First ➤ Complex
- Acacia ➤ Complex
- Vineyard ➤ Progression, move –on
- Reconnect ➤ Low



Defining need – a complex task in itself!

- Low-medium
- High
- Complex
- Progression ready
- Move-on ready



Working to a variety of perceptions and definitions of complex need.



How is an individual with a complex need defined?

- As someone who doesn't fit the entry criteria or may be excluded from mainstream services
- As someone that has two or more interrelated issues (mental health, substance mis-use, homelessness).
- As someone that is difficult to engage with and where it is not clear how best to support them – chaotic and anti-social behaviour is often a barrier.



The issue is this creates a focus

- Primarily on the number (breadth) of issues and not the severity (depth) of issues.
- On an individual's deficits

That simplifies complexity and does not acknowledge that:

- people are complex
- the systems and structures of organisations are complex.
- the commissioning and political context is complex

The interactions between the above are therefore complex!

Case study one



Need and approach



Values based assessment (Pathway)

- Generally assumes that an individual's deficits are the cause of their homelessness
- A service user's decision making is a risk to their potential tenancy
- Providers decide when service users are housing ready (6-9 months)

Need and approach



Housing Led approach (Housing First)

- Housing readiness is not a pre-requisite
- Support is tailored and co-produced
- Assumption that having survived trauma individuals have numerous strengths (assets based)
- Accommodation is not time limited



Case study two



Research project



We are working with a team of researchers from The Collaborating Centre for Values-Based Practice, University Oxford (Handa & Fulford) and Warwick Business School, University of Warwick (Swan, Manning, Bharatan) to study 'values-based shared decision-making' within our organisation.

Values-based practice means that the values of both service providers and clients are understood and accounted for in decision-making. Shared decision-making means that clients are supported to make choices in their best interests.

Through a series of interviews and observations of service related interactions, we aim to identify and understand the range of values at play across the organisation. From the data, we will then identify a shared set of values that can be used to guide the provision of services and the delivery of care. This program of research will run from April to September, 2018.



Integrating health



- Luther Street Medical Centre
- Enabling environments & psychologically informed environments
- Work with Public Health (Sapling)
- Other partnerships



Making Every Adult Matter

- Offending
- Homeless
- Substance mis-use
- Mental health

Complex Needs Services



MEAM

- Harm minimisation
- Disengagement
- Serially excluded

- Chaotic
- Difficult to maintain a tenancy
- Issues with trust, accepting supporting & structured engagement

Mental Health provision

- Recovery
- Complex Needs Service
- Engaged with services & groups
- Stable
- Able to move through a housing pathway
- Able to use support

Case study three

 **Homeless
Oxfordshire**

Housing today, hope for tomorrow



In summary

“The whole is greater than the sum of its parts.”



Complexity requires us to understand the relationships between the whole and the parts.

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