

Commissioning new approaches to work with homeless people with complex needs



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- Camden Adult Pathway
- The need for new approaches
- Camden Housing First
- Women's Safe Space
- Psychologically Informed Environment (PIE)
- Very Complex Needs Service

Camden Adult Pathway

- Historically high level of hostel provision
- Launched Adult Pathway in 2007
- Supporting People mainstreamed January 2011
- Housing Commissioning and Partnerships Team
- Single homeless people with support needs, rough sleepers, substance misuse, offenders, domestic violence and homeless families
- 643 beds, 16 services, 7 providers

Camden Adult Pathway

- **Assessment:** Initial assessment of need – up to 8 weeks
- **Specialist:** Address specific support needs (drug & alcohol (continued use), domestic violence, complex needs) – 12-18 months
- **Engaging support:** Period of stability to consider housing options – 6-12 months
- **Move through:** Acquire skills and knowledge to live independently – up to 12 months

The need for new approaches

- Pathway has been successful in vastly improving service quality and throughput of service users to independent living, working well with individuals willing to engage but.....
- Hard core of service users with complex needs and challenging behaviour not moving on but instead 'doing the rounds' between services and episodes of rough sleeping, prison and hospital
- Increase in this cohort in recent years

Camden Housing First

- Intensive floating support service for individuals with multiple and complex needs unable to benefit from Pathway approach
- Camden launched first pilot in England in 2010
- Positive evaluation by University of York in 2013
- Three year contract with option of four one-year extensions awarded to St Mungo's from July 2014
- Expanding to 30 service users from April 2017 together with two-year contract extension

Camden Housing First

- Staff:client ratio 1:5
- Accommodation mainly PRS but some HA, LA and Clearing House units
- Service performing well
- 25 tenancies sustained – 17 for 3+ years
- 5 exits from service
- 3 graduates
- 5 pending moves out from Pathway

Women's Safe Space

- Women represent 25% of people accessing hostel services in Camden
- Only one women-only service apart from refuge
- Aware of cohort of women with complex needs using our services who are engaged in transactional sex work
- No funding available for specialist service
- Multi-agency approach explicit from the outset – relied on shared expertise, information and resources
- Original concept was two stage service: seven beds in 24/7 hostel and in step down shared house

Women's Safe Space

- Now moving to gender sensitive approach
- Shift from bed designations
- Shift in priorities – women with multiple disadvantage
- Focus on
 - coordinating & brokering relationships
 - Safe Space Hub
 - expanding approach to other hostels
- WiSER

Psychologically Informed Environment (PIE)

“... is one that takes into account the psychological makeup – the thinking, emotions, personalities and past experience - of its participants in the way that it operates.”

“It is an approach to supporting people out of homelessness, in particular those who have experienced complex trauma or are diagnosed with a personality disorder. It also considers the psychological needs of staff: developing skills and knowledge, increasing motivation, job satisfaction and resilience.”

Psychologically Informed Environment (PIE)

Pathway Review 2016 recommendations:

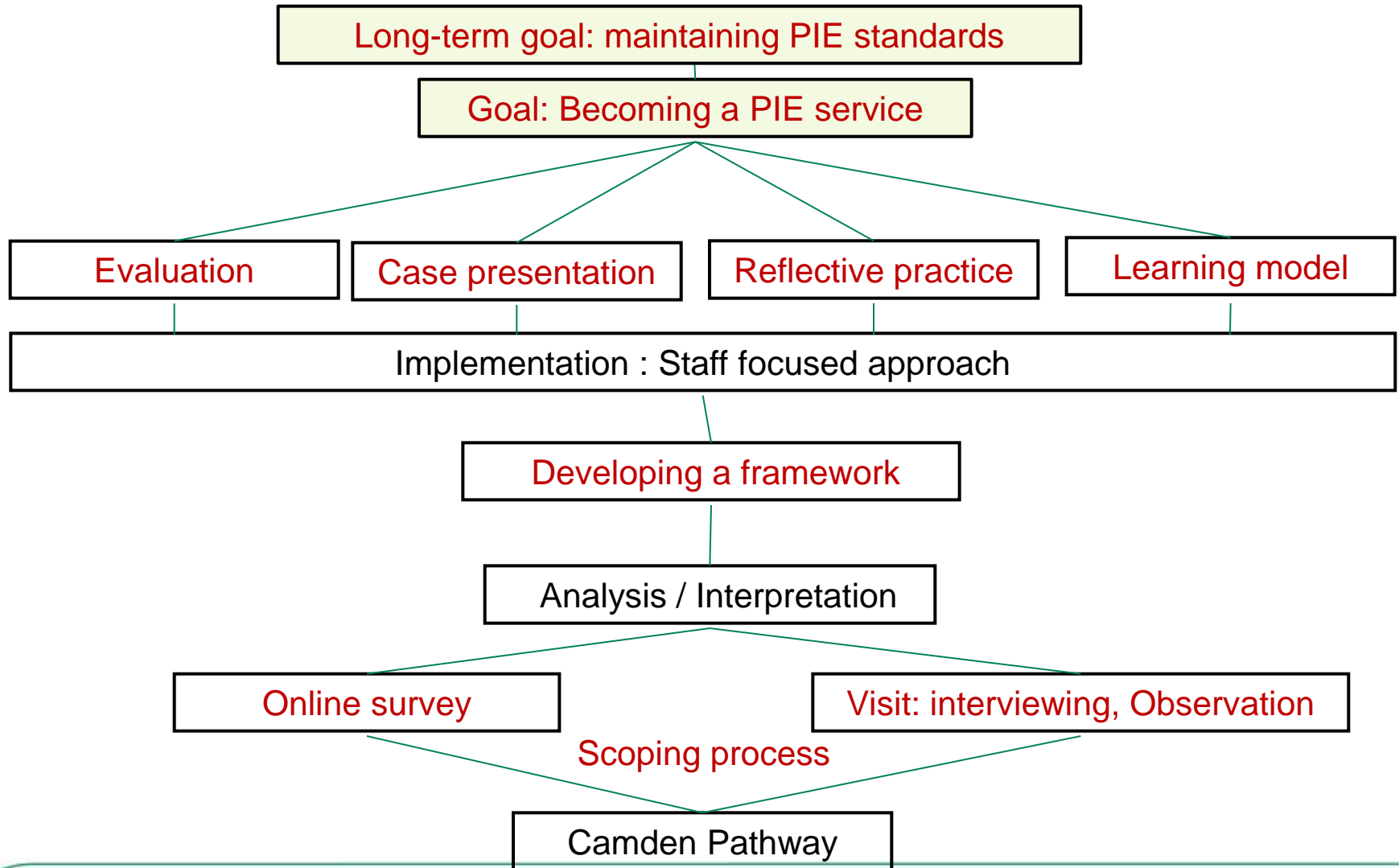
‘Formalise current reflective practice by delivering training that will embed Psychologically Informed and Trauma Informed approaches across pathway services’

‘Develop standalone service for people with very complex needs’

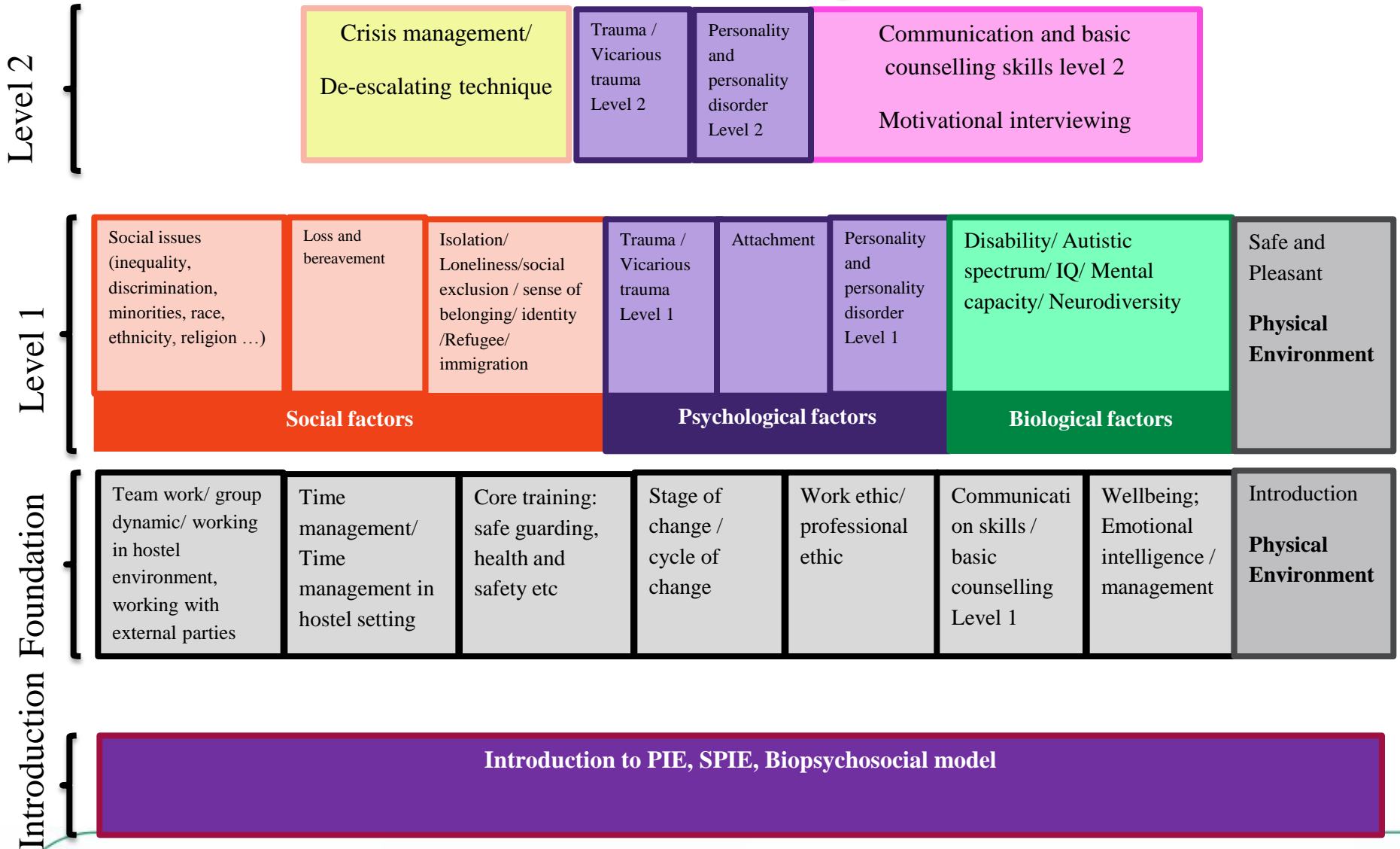
Psychologically Informed Environment (PIE)

- Partnership with Substance Misuse Commissioners and Camden & Islington Public Health identified funds to employ psychologist for a year
- Psychologist developed a PIE Learning Model

Development of PIE Learning Model



PIE Learning Model



Very Complex Needs Service

- The end of existing service contracts enabled reconfiguration
- Standalone service for multiply excluded, high level, complex needs
- Psychologist on the staff team
- 18 beds, 24/7 cover, remodelling of building to create PIE environment
- Centre of excellence
- Take a lead in embedding PIE across the pathway
- Launched 2nd October 2017

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