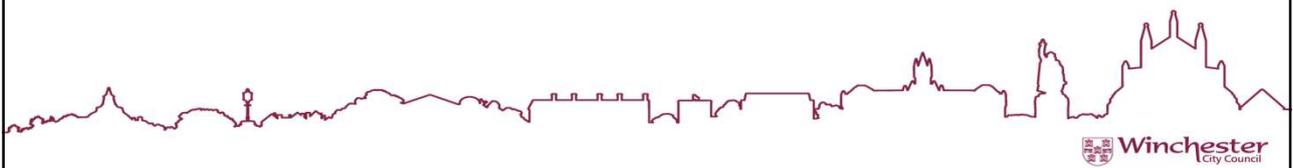


# Community solutions to end homelessness- the Winchester approach

**Kenna Young & Charlotte Quinn**

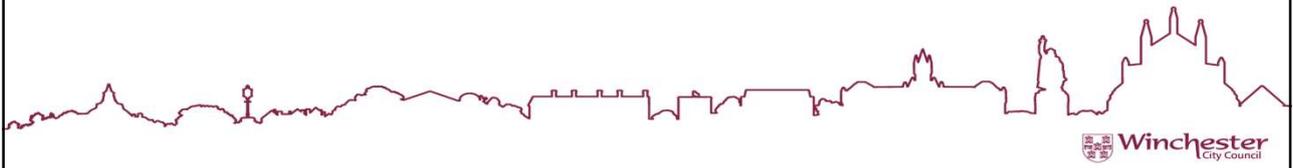


Our vision: ‘Everyone in the district to receive meaningful advice to prevent homelessness and access to services to ensure that no one needs to sleep rough in Winchester’.



## LOCAL CONTEXT IN WINCHESTER

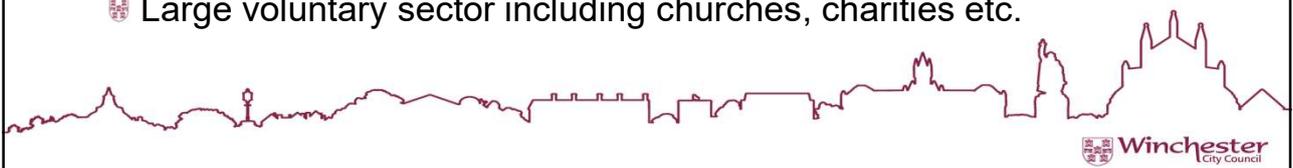
- The population of the district is around 122,000 (50,000 households)
- The district contains both urban and rural areas and housing costs are high.
- There are approximately 1300 applicants active on our housing waiting list, with 1 bedroom properties being the greatest need. On average there are 100 nominations per quarter.
- We are a stock holding LA with approximately 5,000 properties



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## LOCAL CONTEXT

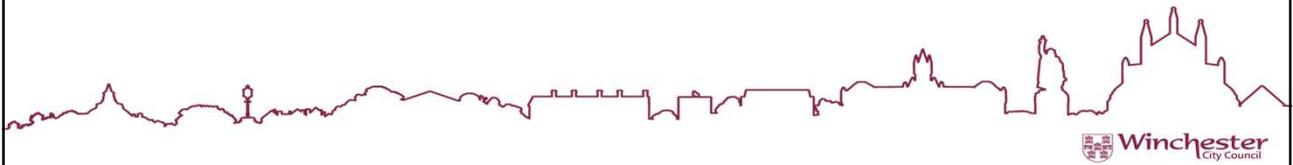
- 
 Winchester is a tourist city with a Cathedral and many historical sites attracting 5.5 million visitors per year-particularly busy around Xmas time due to the Christmas market!
- 
 Local and regional prison
- 
 County hospital
- 
 Psychiatric hospital
- 
 University
- 
 Large voluntary sector including churches, charities etc.



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## WCC PRIORITIES

-  Council strategy recognises the importance of housing to the district.
-  Commitment to build new homes and support those priced out of the housing market.
-  Develop cohesive communities and ensure all residents have a sense of civic pride.
-  Understand the root cause of homelessness.

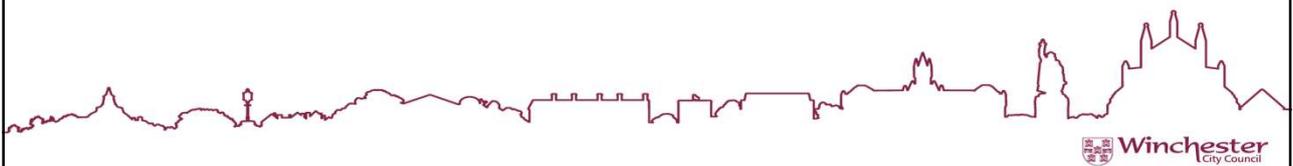


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## HAMPSHIRE COUNTY COUNCIL

Two tier authority and therefore the County commission:

- Drug & alcohol services
- Domestic Abuse services
- Mental Health accommodation
- Young persons service &
- Social Inclusion housing related support services

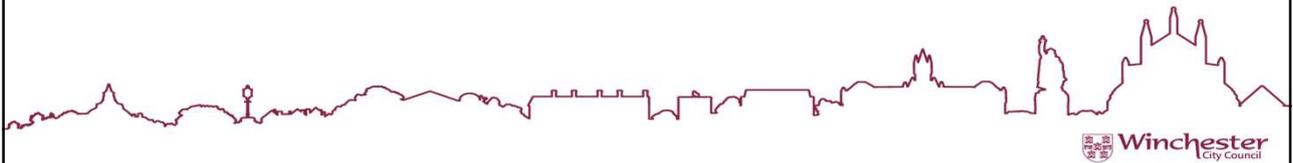


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## WCC CORE FUNDS

-  Trinity day centre
-  Winchester Churches Night Shelter
-  Winchester CAB

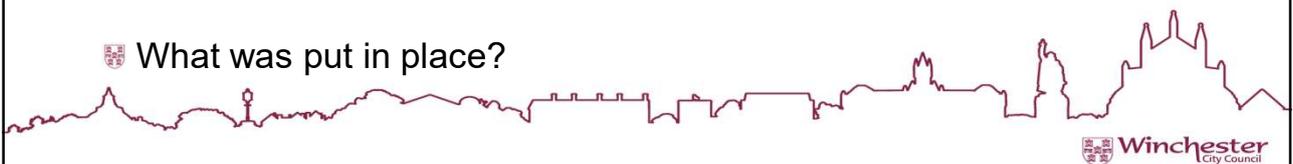
All of these services are then provided free of charge to the people who need them



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## GOLD STANDARD AWARD

-  3 years of work and Corporate commitment
-  1<sup>st</sup> in Hampshire
-  5<sup>th</sup> Nationally to receive the award
-  What was learnt?
-  What was put in place?



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## TIME FOR CHANGE

-  Consultant appointed late 2017 to explore the systems in place.
-  Social Inclusion Group formed
-  Tactical group formed
-  MEAM
-  Being the Difference
-  Homelessness Reduction Act (2017) & Duty to Refer October 2018

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## CONSULTANT REPORT 'JOURNEY TO THE PLEDGE'

Identified challenges to achieving the pledge such as:

Housing affordability

Generosity of visitors

Peoples intention to help vs discovering what someone can do for themselves

Judgement of the choices people make

Balancing the use of enforcement power with supportive interventions

Transition points- poor co-ordination

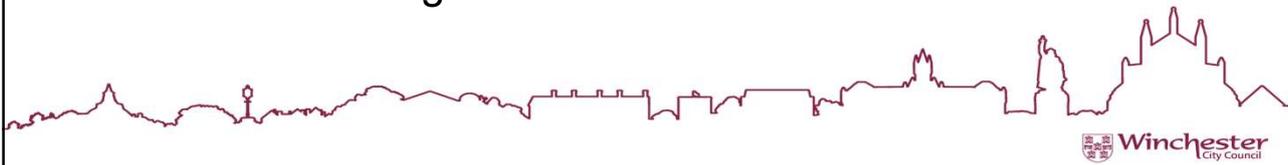
Reduction in public funding

Managing busy caseloads

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## FINDINGS

-  The voluntary sector want to be at the forefront of solutions.
-  Senior group required to take responsibility for sorting out blockages in systems.
-  Opportunities for better understanding of services and not feeling as though working in isolation.
-  Those with lived experience want to be a part of decision making.



## SOCIAL INCLUSION GROUP

-  Coalition of willing, grounded, ambitious leaders and 'change agents' from the voluntary, community, faith-based and statutory organisations as well as local businesses and those with lived experience.
-  Chaired by the Leader of WCC and meets every 6 months.
-  Themes are around the commitments of the group.
-  Reduce rough sleeping & issues of street attachment.



### 3 PRIORITY WORK STREAMS

Delivering individual, collaborative and whole-system change through early intervention, preventative and recovery-focused services to alleviate and prevent rough sleeping.

Ensuring optimal and effective deployment of resources, assets and skills (right people, right place, right time).

Promoting & achieving safe and thriving civic space usage for all.



### TACTICAL GROUP

-  Led by the Police-demonstrates not just a homelessness issue
-  Coalition of willing frontline officers to offer energy, time and resources to make changes.
-  Co-ordinate efforts and resources around a few individuals who have high impact on a number of agencies and risk of harm to themselves.
-  Identify blockages and barriers to individuals progressing goals.



## MEAM

-  Making Every Adult Matter- coalition of charities – Clinks, Homeless Link & Mind and associate member Collective Voice.
  
-  Support to local areas to develop effective co-ordinated services that improve the lives of people facing multiple disadvantage.
  
-  Share knowledge and practical experience from this work to influence policy.

## MEAM

-  It has given structure to the work being undertaken.
  
-  Partnership manager has been able to positively question the systems in place.
  
-  Co-ordinated smaller working groups to look at the issues in detail.

 <http://meam.org.uk/>

## BEING THE DIFFERENCE

-  Provides a sustainable platform for the voice, influence and support of lived experience.
-  Created co-creation, peer support and lived experience expertise.
-  These individuals need to receive proper support and remuneration to work alongside and influence agencies.
-  Led to lived experience informing new strategies and policies.

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## DIVERTED GIVING SCHEME

-  The 'Journey to the Pledge' highlighted the generosity in the City and a need to further educate the public regarding homelessness services.
-  Successful diverted giving scheme already in place, time for a refresh.
-  Focus on lasting change, begging is not associated with homelessness but multiple disadvantage.
-  Money raised goes towards Trinity day centre and Winchester Churches Night Shelter supported by WCC & Winchester BID.
-  Identified key target audience: students, tourists & elderly)

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## IN HOUSE SUPPORT SERVICE

-  2 Money & benefit advisors
-  Outreach worker
-  Family worker/supporting families
-  Older persons officer
-  2 support officers from our TA team
-  Mental health specialist worker (in partnership with Southern Health)
-  Sharing of tenancy ready resource
-  Tenant & Landlord liaison officers

## HOUSING FIRST- CO-COMMISSIONING

-  A small number of housing led approaches have been tried in Winchester.
-  Data and softer outcomes need to be evidenced to justify the approach
-  Reduction in homelessness funding from the County has led WCC to explore co-commissioning opportunities.
-  Old hostel has been converted to 12 self contained units.
-  Two Saints will be leasing the building and undertaking housing management functions and support.
-  These units compliment the supported accommodation already in the district.
-  Provides a community hub, No First Night Out model, a way for voluntary partners to access service (street pastors, BID rangers, Outreach etc)

## DIFFERENCE IN ROUGH SLEEPING STATISTICS

Since partners have been taking a person centred approach we have seen:

Rough sleeping decrease

Reduction in returning to rough sleeping

Increase in new rough sleepers

Partners more willing to accommodate/support individuals with multiple complex needs

Going forward we need to look at the reasons for individuals being new to rough sleeping and how can we stop this.

## JOINT FUNDING OPPORTUNITIES

 Key opportunity for a partnership approach to tackling homelessness is co-commissioning or joint bids for funding.

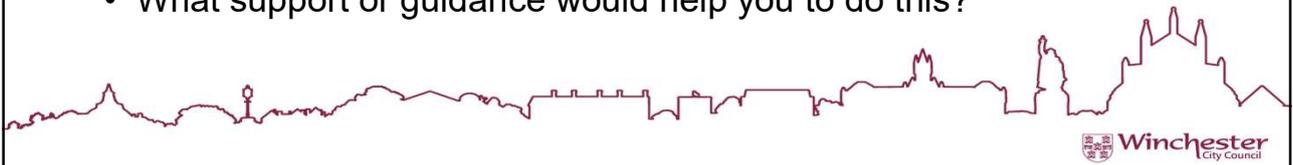
 RSI- successful with other Hampshire authorities but also with our voluntary partners.

 PHE Rough Sleeping Grant: Testing Community Based Models of Access to Health Services- joint bid with CCG, HCC, Trinity Day Centre, local GP surgery.

## GROUP DISCUSSIONS

In small groups please discuss the following questions for 15-20 minutes to then feedback to the wider group:

- What is your LA doing in this area of work?
- What do you see as the biggest challenges you need to overcome?
- How do you plan to overcome these challenges?
- How do you think this work will improve service for your customers?
- What support or guidance would help you to do this?



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# Questions???

'Alone we can do so little, together we can do so much' Helen Keller



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