

# Single homelessness; providing the right support at the right time

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## Introduction and background

- ▶ What is Turning Point
- ▶ Why the project was set up
- ▶ MHCLG funding and bid
- ▶ Project between 3 local authorities



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## Setting up

- ▶ Staffing
- ▶ Monthly project meetings
- ▶ Clear objectives and pathways
- ▶ Agreed outcomes



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## Setting up continued . . . .

- ▶ Paperwork / finances
- ▶ Allocations Policy
- ▶ Relationship building
- ▶ Joint working protocol



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## HMO's

- ▶ Own stock vs RSL
- ▶ Size and location
- ▶ High specification
- ▶ Intensive housing management



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## Right support at the right time

- ▶ Rough sleeper outreach work
- ▶ IOM Police and Probation
- ▶ Transition from hospital



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## Case study - referral from NPS

- ▶ Len was in prison for 14 years and no longer familiar with independent living
- ▶ Moved into Turning Point and supported to integrate back into society and re-established links with his family
- ▶ Returned to old coping mechanisms but supported to cease his drinking
- ▶ Before he moved on Len suffered a stroke and was in hospital for several weeks
- ▶ Working with health he was transferred back to Turning Point and adaptations undertaken to allow him to stay there
- ▶ A suitable private rented property was found and with the help of the project's move on fund a deposit was paid to secure the property
- ▶ Len is still doing well and has not reoffended

**Without the transition through the project the outcome of Len not being housed when he left prison could have been very different**



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## Case study - referral from CGL

- ▶ Tina was sofa surfing, sometimes staying with her mum but the relationship was strained
- ▶ Her substance misuse was the primary factor in her homelessness and she was engaging with CGL to address this
- ▶ Through her stay in the Turning Point HMO she learnt how to build more positive relationships and had space to settle somewhere she felt safe
- ▶ Tina also engaged with BBO, the service delivered by CAB to get people back into employment and began to eat healthier and take care of herself
- ▶ She registered with Keyways and successfully secured a one bedroom flat and was supported to furnish the flat and helped to set up her utilities and rent payments

**Through the support of the project at the right time, Tina is still living in the property 18 months later**



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## Challenges

- ▶ Administration (inc. IHM charges)
- ▶ Reduction of services and increased thresholds
- ▶ Increased numbers of referrals vs resources
- ▶ Complexity of customers



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## Positive outcomes

- ▶ Addressing a person's behaviour and homelessness often takes more than providing accommodation
- ▶ As well as positive accommodation outcomes, the project has also provided positive outcomes for other areas

Accommodation	Education, training & employment	Health & wellbeing support	Income & debt advice
<ul style="list-style-type: none"> <li>• Supported <b>144</b> in total into accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• Assisted <b>28</b> customers to access ETE opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• Provided health and wellbeing support for <b>101</b> customers</li> </ul>	<ul style="list-style-type: none"> <li>• Helped to increase <b>41</b> customers income / reduce their debt</li> </ul>



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# Workshop discussion



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## Discussion questions

- ▶ What is your local authority / organisation 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?

