

Better Futures in Perth & Kinross

PLANNING & COMMISSIONING TEAM, HOUSING & THE
ENVIRONMENT SERVICE

CATH

Perth and Kinross

- covers an area of 5,286 km² with a population of 28 people per km².
- 2016 mid-year population estimate, of 150,680
- The City of Perth is our largest settlement and is home to a third of our population. 13% of people live in 'remote rural' areas (Scottish Government 2014), this is the most rural classification used by Scottish Government.
- 32.6% live in accessible rural areas, 9.8% of people live in 'accessible small towns' & 11.1% of people live in remote small towns.



Floating Housing Support - Service Review in 2016 / 2017

History of 7 providers

Rolling contracts for last 10 - 12 years

No change to service specification

Large geographic area to cover

“specialist” providers

No consistent method of gathering individual or service outcomes

Personalisation agenda

National Health & Wellbeing outcomes

Housing First / Rapid re-housing strategies

Health & Social Care Integration, locality working

Outcome focussed planning

Better Futures – the journey!!

Actions:

Review of Floating Housing
Support Services

Review of Hostel provision

Views of service providers and
service users

Revision of FHS Criteria and
referral process

Recommendations:

Flexible support

Shared & consistent outcome
tool

Improved networking /
partnership working between
providers

Locality focus

Clearer links / reporting to
funders / commissioners

Perth & Kinross Better Futures Partnership CATH – an introduction to our services:



How we started:-

The Day Centre

The Outreach Team

Floating Housing Support

Tayview House

Service Delivery

CATH initially emerged as an organisation dedicated to the support of the homeless population in Perth as a direct result of concerns raised by a small group of church members during the particularly severe winter of 1990/91.

Since its inception running as a basic soup kitchen from St Mathews Church in 1992 CATH has grown and continues to adapt to meet ever changing needs.

Support provision is aimed at those deemed most vulnerable and often disengaged from other services.

Service Delivery:

The Day Centre & the Outreach Team

- **The Day Centre** - advice, advocacy, low cost nutritious meals, laundry, personal development and activities.
- **The Outreach Team** - initial contact with service users in need or in crisis
- **Tayview** - 8 flatlet recovery focused unit

Service Delivery Floating Housing Support

CATH Floating Housing Support:

Works in partnership to ensure tenancy continuity thereby minimising risk of individual's tenancy failure.

It is short term, flexible, responsive and aims to support people to achieve agreed outcomes

- Referrals received from Planning and Commissioning team via Better Futures.

Previous to Better Futures

- Isolation in each project
- Secondary recording tool required to evidence success of support
- Individuals need to give details at all projects
- No ability to generate extensive meaningful reports

Why Better Futures:

- Background research
- It shows the journey travelled – is support productive
- Online support/help is provided should staff need it
- Web based tool that is user friendly
- Does not require various licences
- Ongoing evaluation
- Ability to generate comprehensive reports
- Face to face training was provided

Transition to Better Futures for CATH:

- It was decided we would implement better futures throughout all projects of the organisation.
- 1st April 2018 - training was provided to all staff and we went live with Better Futures on.
- 1st August 2018 - PKC Planning and Commissioning Team embraced Better Futures. Now receive all referrals for Floating Housing Support through Better Futures.

The Future with Better Futures in Perth & Kinross:

- Ongoing positive partnership working – shared expertise, experience, responsibility and accountability
- Using Better Futures framework to provide outcome focussed support maximising individual's potential
- Innovative support by using real time monitoring
- High standard of service delivery
- Identify trends and implement change in support provision quickly and effectively.
- Other parts of PKC housing services e.g. homeless and sheltered housing

Lessons learned

- Dripping tap – talking about BF often
- Going to see it ‘in action’ with similar providers
- Presentation, more than once, to managers
- BF can be ‘tweaked’ e.g. locality information
- Speak to providers about what they currently use for outcomes monitoring
- Value for money
- Flexible use e.g. for referrals

Questions?

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