Personalised Budgets for Entrenched Rough Sleepers

City of London Pilot - Started in May 2009
Originally offered to 15 known rough sleepers
  Between 4 and 45 years sleeping out
  Consistently refused standard offers
  Often had poor relationships with outreach teams

Resources available
  A Personalised Budgets Co-ordinator
  Personalised budget of up to £3000 per person
Outcomes after 18 months
13 people accepted a personalised budget
7 people had been in accommodation for 4-11 months and 2 were planning to go in
5 people started new benefit claims
People were engaging, planning for a future and beginning to access meaningful occupation
Physical, mental health and well-being improved,
Drug & alcohol problems were being addressed
**The role of the Personalised Budget**

Provided an incentive to go into accommodation, e.g. paying for a TV or furniture.
Ensured people’s individual needs were met by more flexible service provision, e.g. a campervan, or a private B&B while awaiting resettlement.
Helped maintain tenancies during crisis, e.g. by paying for gas, electricity, service charges or food if benefits are suspended.
Enabled change by developing a new lifestyle, planning for a future, - paying for clothes, courses and pre-tenancy training.
The role of the Personalised Support
Personalised support was as important as the Budget. Individuals had intensive, consistent support from one worker throughout their journey from the streets to their home. Individuals were asked what they wanted rather than offered services. Personalised support helped people make the decision to change their lives. The support alongside the Budget, gave real choice & control.
What clients said
“The budget gives us a choice – you can say yes or no – you’re not being forced to change” - *Reginald (62)*, *sleeping rough for 6 years*
“It has made it possible for me to stay [in accommodation]. There’s a good chance I could have been back out there by now if not for the budget” - *Paul (59)*, *sleeping rough for 5 years*
“For the first time in my life, everything just clicked, it feels like now I can do something … I’ve got a better life, I’m starting to do something with my life” - *Simon (40)*, *sleeping rough for 18 years*
After the Pilot – in the City of London
As a result of the positive results Personalised Budgets were integrated into the Outreach model in the City of London

To date, 28 entrenched rough sleepers in the City of London have been offered Personalised Budgets

20 are now in and maintaining their accommodation
1 is in a secure mental health setting
1 refused a Personalised Budget but went on to go into accommodation
4 individuals have dropped out
1 is awaiting accommodation
After the pilot – Pan London

In October 2011 time-limited funding was secured to deliver Personalised Budgets to entrenched rough sleepers across London.

36 individuals have been offered Personalised Budgets
2 clients have died
12 individuals have settled into accommodation
2 clients are awaiting accommodation
Accommodation accessed
Hostels
Semi-independent housing
RSI properties with support
LA housing
Sheltered accommodation
Caravan on traveller’s site
Therapeutic community
Bed & Breakfast accommodation temporarily
What was Personal budgets spent on?
Mobile phones to maintain contact with worker, and sometimes family
Clothing to help with self esteem
Travel, to reconnect with family
Furniture, TV etc. to personalise room/flat
Laptops, cameras, to pursue meaningful occupation
Enrolment on courses
Food and utilities when benefits suspended
In one case, caravan
Personalised Budgets in Glasgow
Lorraine McGrath
Chief Executive

25th March 2013
HSEU, Edinburgh

Combatting the causes and effects of homelessness
Introduction

- Outline of GSC
- RSVP
- Why Personalised Budgets
- How it will work in practice
- Conclusion

Combatting the causes and effects of homelessness
GSC Vision

That everyone should have a safe place to live and access to the support they need

- Active Inclusion culture
- A non-standard approach

Combatting the causes and effects of homelessness
GSC Values

- **Inclusion and participation** – we include everyone in the services and resources they need, regardless of their circumstances and ensure each person’s voice and influence is heard and felt in everything that we do.

- **Personalised and creative** – each person we support is an individual with unique circumstances, needs and future potential which requires a uniquely tailored response.

- **Warmth and regard** – we see beyond a person’s current or past circumstances, recognising their inherent value, worth and potential as human beings.

- **Partnership and collaboration** – we know that we need to work positively with others to deliver a truly inclusive and personalised approach, improve our response and add value to the experience of the people we support.

- **Supportive and ambitious** – we encourage and support ambition, building on strengths to foster hope for the people we support and deliver growth and development for staff and volunteers.

Combatting the causes and effects of homelessness
RSVP (Rough Sleeping Vulnerable People)

Assertive intervention to reduce the numbers of people resorting to rough sleeping in the Glasgow

- First line immediate response and connection
- 24 hour access
- Three main elements:
  - Direct Access advice and information
  - Street Outreach
  - Complex Need
- Personalised
- Outcomes focused

Combatting the causes and effects of homelessness
Achieving connections

- The Hub
- Crisis Response
- Prevention – crisis plans/rapid intervention/mediation
- Peer volunteers
- Nightstop (16-25 year olds)
- Personalised budgets
- Risk management
- Change plans
- Service mapping
- Flexible deployment

Combatting the causes and effects of homelessness
Personalised budgets?

- A new tool
- Proven evidence base
- Fit with our values, ethos and approach
- 20-30 people right now
- Active engagement
- Low investment, £20k per annum
- Outcomes focused

Combatting the causes and effects of homelessness
Our criteria

- Active rough sleeping
- Entrenched rough sleeping history
- Failed attempts at previous engagement exceeding 12 months
- History of repeated exclusion from accommodation services due to complex and challenging needs
- High vulnerability due to poor mental health or learning disabilities
- Maximum of £2k per person
Multi agency involvement

- Understanding and collaboration
- Eliminating barriers
- Availability of resources and accommodation
- Challenging attitudes and history
- Consistency and sustainability
- Financial transparency and good governance
- Utilising existing structures
  - Complex Case review
  - Formal protocol

Combatting the causes and effects of homelessness
Evidencing impact

• Reviewing effectiveness
• Learning and development
• Sharing practice
• Demonstrating value
• Wellbeing measures
• Simply sharing the stories
Conclusion

Potentially very powerful tool to effect positive change for people who most need us to actively engage with them from where they are today.
Over to you for questions

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Homelessness and Self Directed Support

Marion Gibbs
Background - homelessness

• 2012 Homelessness target – that all unintentionally homeless households are entitled to settled accommodation – 31 Dec 2012

• SG/COSLA Joint 2012 Steering group – SG, COSLA, SOLACE, ALACHO, SFHA

• Met from 2009
Homelessness

• Housing Options
• Housing options hubs – from autumn 2010
• Five across Scotland
• National seminars, “lead” hubs seminars, frequent meetings of hubs
• Sharing learning, practice, experience, developing joint training, commissioning research
Housing Support

- Housing (Scotland) Act 2010
- LA must have reason to believe applicant may be in need of prescribed housing support services
- Must assess needs and must ensure that services are provided
Housing Support definition

- Any service that provides support, assistance, advice or counselling
- View to enabling individual to occupy, or to continue to occupy, residential accommodation as their sole or main residence
Regulations

• Through Parliament last year – comes into effect on 1 June 2013
• Advising or assisting with personal budgeting, debt counselling, dealing with welfare benefit claims
• Assisting to engage with individuals etc with an interest in their welfare
• Advising re tenancy rights and responsibilities including disputes
• Advising/assisting on settling into a tenancy
Guidance Group

- Non-statutory guidance being developed through an ALACHO chaired group
- LAs, SFHA, Aberdeen Foyer, Shelter, SCSH, CIH, HSEU
- First meeting 28 March 2013
Links to Housing Options

• Prevention of homelessness/tenancy sustainment
• Looking at more than just processing a homelessness application
• Looking at the wider needs of individuals
• Involving the individual in decisions
Similar principles to SDS

- Independent living
- Involvement
- Informed choice
- Collaboration

- Broad alignment in work moving forward
Contacts

• Website: http://www.scotland.gov.uk/Topics/Built-Environment/Housing/homeless

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