Social Inclusion Partnership - Multi Agency Rough Sleeping Plan / Making Every Adult Matter update
Cllr Terri Reid, Deputy Leader

Report to Community Environment and Partnerships Committee
Ward(s): All
Key Decision: No
Appendix 1: Implementing the sip rough sleeping plan 2017-20
Appendix 2: The BDBC meam model
Appendix 3: Briefing Note to All Members (Social Inclusion) Dec 2018
Papers relied on: None

Foreword - Cllr Terri Reid, Deputy Leader

I am delighted to bring this paper back to the attention of CEP – both as Portfolio Holder with responsibility for housing and homelessness, but also (currently) in my role as chair of the Social Inclusion Partnership (the SIP). This report will be accompanied at the committee meeting by two live examples and guest presentations of some of this ground-breaking work – the MEAM partnership and Outcome homes.

The experience of all partners within the SIP since its inception has been of a remarkable and journey of innovation and achievement. We gauge this not only in terms of the numerous specific outcomes we have accomplished (which are highlighted within the report), but also in appreciating the added value and enrichment we can bring to the community through genuine, joined-up partnership working.

Perhaps the key achievement of the SIP to date has been to embed the notion that homelessness is indeed everyone’s business and the community as a whole has a vital part to play in dealing with it. The SIP will now be evaluating how its own function and constitution can develop and grow in order to rise up to meet those challenges moving forward.

It is therefore vital the Council continues supporting our partners to maintain this energy and commitment through the exemplar model of partnership developed by the SIP. I fully commend this report, and the work of the SIP to the Committee

Committee is asked to note the report
Background, corporate objectives and priorities

The broad range of work the Council and its partners undertake through the Social Inclusion Partnership (SIP) to prevent and respond to rough sleeping through its inspiring range of initiatives are fundamental to delivering key aspects of the Council Plan and Housing and Homelessness Strategy 2016-20. In particular, supporting homeless and vulnerable people and improving residents' quality of life by preventing homelessness are key strands of both strategic approaches.

The Council Plan specifically aims to minimise Bed and Breakfast as alternative accommodation options are improved, as well as reducing the number of rough sleepers by 2020.

The MEAM partnership and the shared partnership plan to deal with Rough Sleeping (developed through the Social Inclusion Partnership) are excellent examples of how we are developing an organisation capable of change, by optimising partnership opportunities to best support our residents.

Glossary of terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-production</td>
<td>The practice of engaging and involving people who use services and working together from the start to the end of any project that affects them</td>
</tr>
<tr>
<td>Housing First</td>
<td>Housing First models move homeless households immediately from the streets into their own accommodation with individual “wrap around” support rather than through different “stages” of housing, whereby each level moves them closer to &quot;independent housing&quot;</td>
</tr>
<tr>
<td>MHCLG</td>
<td>Ministry of Housing Communities and Local Government</td>
</tr>
<tr>
<td>MEAM</td>
<td>Making Every Adult Matter</td>
</tr>
<tr>
<td>SIP</td>
<td>Social Inclusion Partnership</td>
</tr>
</tbody>
</table>

Main considerations

1 Executive Summary

2 The Proposal

2.1 At its meeting in March 2018 the CEP Committee considered and noted a detailed report regarding the Basingstoke and Deane Social Inclusion Partnership’s Plan to reduce rough sleeping and the developing Making Every Adult Matter (MEAM) partnership. Details of the meeting and minutes can be found here: https://democracy.basingstoke.gov.uk/ieListDocuments.aspx?CId=133&MId=1000&Ver=4

2.2 Members requested an update report be brought back to the Committee 12 months hence. The purpose of this report is therefore to provide an overall update on the Plan but with specific emphasis on two major initiatives relating to complex need / mental health issues and homelessness: the local MEAM partnership and Outcome Homes (assertive psychological interventions and systems support).
3 Key issues for consideration

3.1 Background – the Rough Sleeping Plan

3.1.1 The Basingstoke and Deane SIP shared Rough Sleeping Plan 2017-20 was developed and adopted during 2016/17. The plan developed action plans around three key priorities:

- Prevention
- Campaigns Education and Communication and
- Effective Crisis and Sustainable Accommodation

A summary of the range of actions and initiatives included within each priority is set out in Appendix 1.

3.1.2 In August 2018, the Ministry of Housing Communities and Local Government (MHCLG) published its own Rough Sleeping Strategy. This set out its 2027 vision to end rough sleeping, backed up by £100 million of funding opportunities over the next two years. The Strategy outlines three key areas for action:

- Prevention
- Intervention
- Recovery


3.1.3 Since adopting its own plan in 2017 the SIP partners have overseen, developed and monitored its key elements. Some of the headline achievements in addition to MEAM and Outcome Home (which are examined in more detail in this report) have included:

<table>
<thead>
<tr>
<th>Year (November)</th>
<th>Partnership agreed estimate</th>
<th>% reduction from previous year</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8</td>
<td>47%</td>
</tr>
<tr>
<td>2017</td>
<td>15</td>
<td>35%</td>
</tr>
<tr>
<td>2016</td>
<td>26</td>
<td>(-23%)</td>
</tr>
</tbody>
</table>

Notably, these sustained reductions reflect positive move-ons and outcomes achieved for some of our most complex, entrenched cases
A Nightlight Winter Shelter which has been enhanced and improved each consecutive year since initially piloted in 2016/17. The 2018/19 service has provided around 15 bedspaces within a single location point each night of the week.

The Real Change Campaign – income generation for homelessness causes together with awareness raising and engagement of broad sections of the community regarding homelessness issues.

3.2 SIP Key Initiative (a) - the BDBC MEAM Partnership

3.2.1 Making Every Adult Matter (MEAM) is a national coalition of key agencies formed to improve policy and services for homeless people facing multiple needs. BDBC and the SIP started to develop its bespoke MEAM approach in April 2016, looking at how systems across agencies and services which are designed to support individuals can work together in genuine partnership to better support those with complex needs.

3.2.2 The key elements of the national MEAM approach can be found here: http://meam.org.uk/the-meam-approach/ The key characteristics of our BDBC MEAM model are set out in Appendix 2.

3.2.3 MEAM National Accreditation: During 2017 /18 the national MEAM coalition launched an initiative to recruit further MEAM areas. The BDBC MEAM was appointed as an established approach area, effectively becoming a beacon of best practice and a key participant in the national launch events and promotions across the country. This has involved taking part in the promotional video (live on the national MEAM website) and providing guidance and advice to neighbouring authorities who are considering developing their own MEAM approach, and recognising the progress that Basingstoke has made.

3.2.4 MEAM Operational Outcomes: Highlights include:

- Since the end of 2017 there have been 34 referrals to the MEAM operational group, with 11 cases currently open and active. Only 4 of these referrals are repeat clients, showing a positive, sustained model of support.
- On average clients stay open under MEAM for 112 days
- The group’s Housing First clients have all successfully maintained their accommodation, the MEAM approach has continued to work to reduce unplanned hospital admissions, there has been a decrease in street attached
activity from these clients and increased level of engagement with drug and alcohol services.

- The most common themes from the referrals are risk to others, housing need and vulnerability in terms of risk from others.

- There has been continued regular attendance and involvement in the approach from the Police, Adult Services- mental health and social care team, alcohol pathway nurses, community safety, commissioned support services and probation.

- An identified barrier in the system was provision for couples with complex needs, in the last year Two Saints have taken a flexible approach and accommodated the first couple at May Place House.

- Positive work with three MEAM clients going into hospital from being No Fixed Abode and being discharged in a coordinated, appropriate way into accommodation.

- MEAM rough sleeper outreach service linking in with the psychological approach from Outcome Home, to address engagement issues including psychologists attending street outreach sessions.

- The group’s 3 Housing First clients to date have all successfully maintained their accommodation (1 case for 2 years and 2 further cases for 1 year) thus far. A fourth Housing First case is currently being progressed.

- the MEAM approach has continued to work to reduce unplanned hospital admissions, there has been a noticeable decrease in street attached activity from these clients and increased level of engagement with drug and alcohol services.

3.2.5 **MEAM System improvement and Service Enhancements with Health:**

Examples include:

- Free drug and alcohol awareness training delivered to and volunteers across social inclusion homeless pathway services. This was facilitated by the local CCG and a GP from the Inclusion service.

- Delivery of a monthly health clinic at the Camrose Day Centre by Crown Heights Surgery, from January 2019.

- Plans to develop a health-led, co-designed and co-produced primary care project to focus on improving access to mental health provision by having Wellbeing advisors, social and mental health care workers all in one GP surgery.

- Integrating MEAM and homelessness mental health issues and forums with other key multi-agency meetings. At operational levels this has included the mental health led High Intensity User Group (HIUG) and strategically through the North and Mid Hants Local Delivery System Mental Health Group.
3.2.6 The local MEAM group continue to feed in and shape the ongoing work of the SIP to identify projects and targeted pieces of partnership work that can address gaps in the system. Collection and analysis of data and impact of the MEAM approach continues, and is supported by Cordis Bright, consultants who are commissioned by the national programme to understand the impact and benefits/restrictions of the programme both locally and nationally.

3.3 **SIP Key Initiative (b) – Outcome Home**

3.3.1 This unique service, bespoke to Basingstoke and Deane, has been developed as a pilot using 3 year funding secured through the MHCLG’s rough sleeping in 2017. It commenced delivery during 2018.

3.3.2 Under the initiative, a purpose-designed social enterprise (Outcome Homes) was developed via the department of psychology at the University of Southampton. The service delivers a comprehensive range of psychologically informed interventions – either individually, to clients with complex needs, or to support and inform systems changes within relevant local services.

3.3.3 The range of support activities delivered has included:

- Cognitive and dialectical behavioural therapies within services, to individuals and groups (service users, volunteers and providers / workers)
- Developing peer outreach services
- Training and reflective practice within statutory and voluntary services, and our commissioned supported housing schemes
- Community engagement with businesses, community leaders, in health, faith and voluntary services

3.3.4 **Aims** of the initiative include:

- Increased coping skills, engagement and opportunities for positive and sustained change
- Reductions in homelessness and rough sleeping
- Increased resilience within services and throughout the homeless pathway
- Decreased street attachment for current and former rough sleepers
- Reduced anti-social behaviour
- Improved inter-agency working and relationships.
- Developing ways of meaningful co-production of services with people who have lived experience of homelessness (experts by experience)
- Exploring opportunities to disseminate learning on co-production and peer support beyond housing and homelessness services – for example into primary health care.

3.3.5 **Outcomes** delivered since the service commenced have included:

- Within its first quarter of operation, at least 12 complex clients had positively engaged with the service - either receiving individual therapeutic
sessions or incrementally by developing a rapport with the psychologist team

- Group sessions at May Place and Mary Rose Court on topics such as emotional coping skills and mindfulness

- Creation of a peer support group which meets weekly to offer a psychologically supportive environment for experts by experience, to help develop their skills in peer mentoring and outreach work.

- Providing monthly psychologically informed resilience training and reflective practice sessions across services within the homelessness pathway and voluntary sector (including volunteers within the Nightshelter and Camrose day centre)

- Positive engagement and interaction with key community groups such as the Basingstoke Together BID, Community Safety team and Safer North Hampshire, on issues including tackling rough sleeping, street attachment, anti-begging and anti-social behaviour. Plans are in place to develop the work into the Police and Health.

3.3.6 The initiative is funded until December 2019 and has been developed as a pilot primarily to generate evidence and data to inform and influence future service commissioning and delivery. This will mean that the psychologically informed techniques and practices developed within the pilot can be mainstreamed into our commissioned and in house front line services moving forward.

3.3.7 The data and evidence already being gathered has also been fundamental in supporting current funding bids which have been submitted to MHCLG under its £11m Rough Sleeping Initiative (bid outcomes awaited at time of writing)

3.4 Moving Forward

3.4.1 In December 2018 the BDBC SIP held a workshop to review and update its shared Rough Sleeping Plan and identify any key issues or themes which require joined-up action. The themes will be incorporated into the updated plan which will also be realigned to dovetail with the MHCLG’s Rough Sleeping Strategy.

3.5 Learning from the SIP workshop will be used to thread through future new Social Inclusion services contracts and specifications from August 2019 (1), as well as continuing to support future funding bids and service development opportunities.

(1) see Member Briefing note from December 2018, attached at Appendix 3 for context
Corporate implications

4 Legal Implications

4.1 There are no legal implications associated with this report.

5 Financial implications

5.1 There are no financial implications arising from this report.

5.2 For information, the social inclusion budget for 2019/20 and 2020/21 is:

<table>
<thead>
<tr>
<th></th>
<th>2019/20</th>
<th>2020/21</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expenditure</strong></td>
<td>£868,200</td>
<td>£712,600</td>
</tr>
<tr>
<td><strong>Funding</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HCC Grant Income</td>
<td>-£534,500</td>
<td>-£428,509</td>
</tr>
<tr>
<td>BDBC</td>
<td>-£333,700</td>
<td>-£284,091</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>-£868,200</td>
<td>-£712,600</td>
</tr>
</tbody>
</table>

5.3 At its meeting on 11 September 2018, Cabinet were advised that the alternative financial costs to the Council were the services commissioned within the social inclusion budget to cease would, at a minimum, be £1,692,206 per annum.

https://democracy.basingstoke.gov.uk/ieListDocuments.aspx?CId=142&MId=1235&Ver=4

6 Risk management

6.1 A risk assessment has been completed in accordance with the council’s risk management process and has identified no significant (Red or Amber) residual risks that cannot be fully minimised by existing or planned controls or additional procedures.

7 Equalities implications

7.1 The SIP and developing MEAM partnership, which aim to prevent and respond to rough sleeping in the borough, are very positive initiatives that promote equality for people with complex needs.

7.2 The update in this report demonstrates that, by enabling and supporting individuals through a personalised approach, real improvement can be made to an individual’s quality of life. Going forward, any specific work that is developed through these partnerships should continue to take into account
the specific needs and characteristics (disability, sex, age etc.) of the individuals that are involved.

8 Consultation and communication

8.1 Through the Social Inclusion Partnership’s Real Change Basingstoke website and social media, the joined-up work and achievements of the MEAM project has been celebrated and shared and this work will continue to promoted and shared on a local and national level.

8.2 Communications continue through a communications plan to support the work of Basingstoke and Deane Borough Council’s part in the MEAM project, raising awareness both locally and on an a national level.

9 HR implications

9.1 There are no HR implications arising from this report.

10 Conclusion

10.1 Committee is asked to note the contents of the report and progress of the SIP and its actions to date.

Date: 13 March 2019

<table>
<thead>
<tr>
<th>Lead officer</th>
<th>Service Lead – Housing and Social Inclusion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report author</td>
<td>Kate Randall – <a href="mailto:kate.randall@basingstoke.gov.uk">kate.randall@basingstoke.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td>Rachel Fletcher – <a href="mailto:rachel.fletcher@basingstoke.gov.uk">rachel.fletcher@basingstoke.gov.uk</a></td>
</tr>
<tr>
<td>Version</td>
<td>Final</td>
</tr>
<tr>
<td>Dated</td>
<td>Feb 2019</td>
</tr>
<tr>
<td>Status</td>
<td>Open</td>
</tr>
<tr>
<td>Confidentiality</td>
<td>It is considered that information contained within this report (and appendices) do not contain exempt information under the meaning of Schedule 12A of the Local Government Act 1972, as amended, and therefore can be made public.</td>
</tr>
</tbody>
</table>