

**Liverpool  
Accommodation  
Based Support  
Consortia**

Annual  
Report  
2016/17



# Foreword

**The Liverpool Accommodation Based Support Consortia has been formed by seven organisations who have shared values and commitment to supporting people who experience homelessness. The Consortia is led by YMCA Liverpool who has operated services for vulnerable people in the city for 170 years.** The group of organisations are a mix of local, regional and national providers who are bound by pre-identified objectives. All members were current providers in the city and are committed to delivering high quality services to homeless people.

The Consortia has a combined experience spanning almost 500 years delivering a range of services to some of the most excluded groups in the city. **Together we deliver 359 beds of accommodation across a tiered model of support.** Our priority is to work in partnership with our service users empowering them to make permanent exits from homelessness.

We recognise that in order for someone to sustain meaningful long term change they need to increase both their personal and social capital and develop positive coping strategies. We therefore offer a range of courses coupled with one to one support, designed to equip someone for independent living. LABSC place paramount importance on supporting service users to realise their potential, maximise their opportunity and achieve their aspirations. Utilising an outcomes based support planning approach affords the opportunity for service users and key workers to discuss aspirations, ambitions and training and development needs at each stage of the support journey. All of our services are psychologically aware and as practitioners we share key values around promoting choice and independence and seek out ways to capture the voice of our service users in the delivery of services.

**The evolution of shared training and policies across the partners has meant that service users receive a high quality, consistent service wherever they are placed.** Our close work with all housing providers in the city also means that we can ensure that people are in the right service, at the right time to meet their needs.

We have come together at a time where homelessness is on the rise both locally and nationally. The landscape is particularly difficult for voluntary sector organisations as funding is reduced, key services close and thresholds for statutory sector care increase. **Our service users are experiencing worsening physical and mental health and increased substance use and now more than ever organisations need to work together to deliver the best possible care that helps people to turn their lives around.**

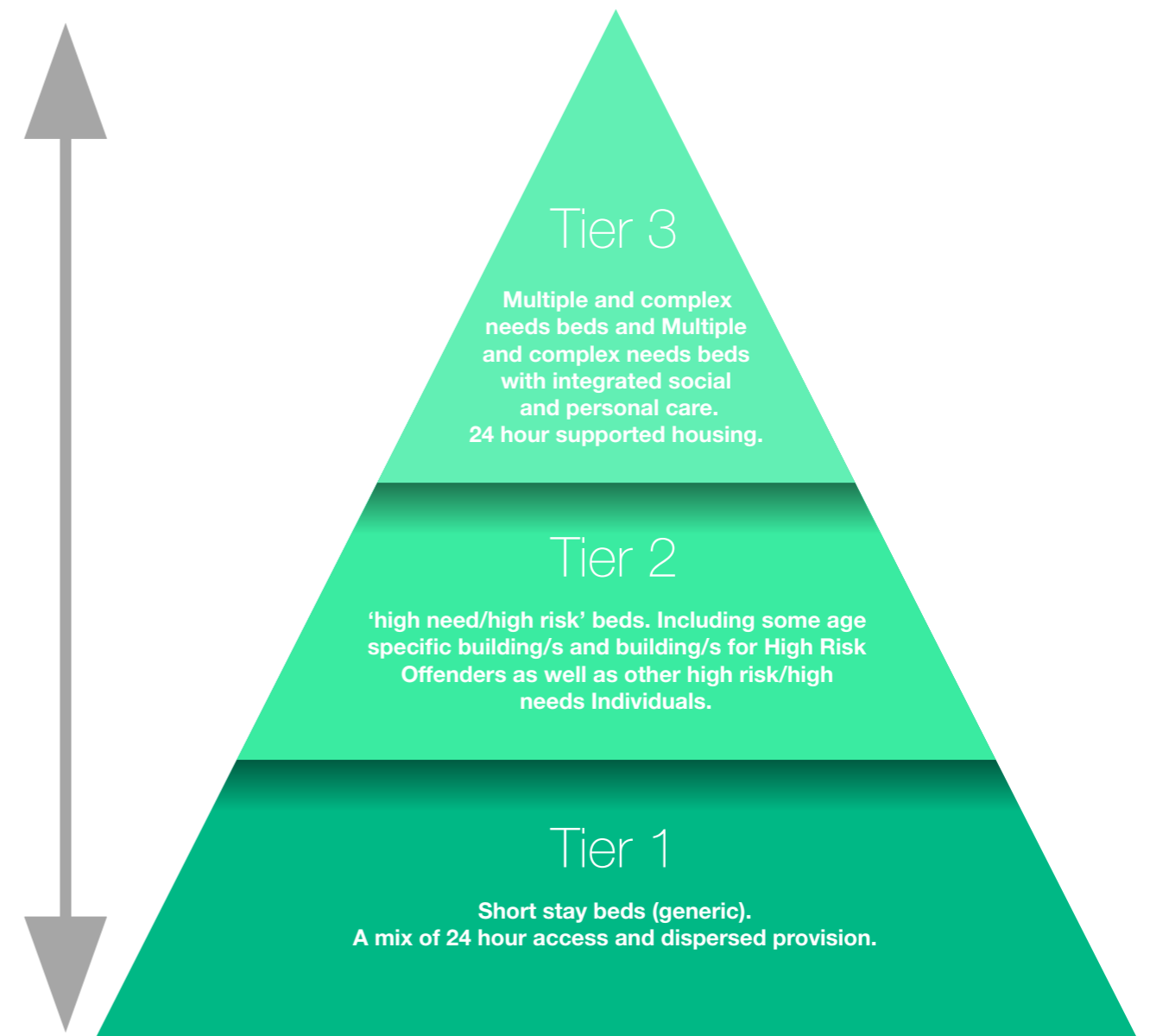
The consortia is pivotal in working towards ending homelessness and we will achieve this by:

- Being accountable to those we support,
- Maintaining open and trusting relationships with our stakeholders,
- Building strength and resources across the sector
- Working with commissioners to shape systems that work to create positive outcomes for service users.

We're really proud of the work we've done to date and hope you enjoy reading about the progress we've made in our first year of operation.

**Ellie McNeil**  
Chief Executive, YMCA Liverpool

# Tiered Model of Support



# The Liverpool Accommodation Based Support Consortia Partners

## **YMCA LIVERPOOL** **YMCA Liverpool provides the contract lead for the LABSC consortia and has been providing support for the people of Liverpool for over 170 years.**

We currently offer 175 units of supported accommodation across Liverpool. The majority of our accommodation is for single homeless but we also offer specialised services for people with complex needs, fleeing domestic violence and being discharged from mental health inpatient services. We provide both 24 hour services and dispersed accommodation for all client groups. YMCA Liverpool has been at the forefront of pioneering Cognitive Analytical Therapy and Psychologically Informed Environment's within supported accommodation. This coupled with a flexible hostel approach has meant we have been able to accommodate, support and achieve positive outcomes with the most hard to reach people in the city. We have also developed the MainStay assessment and support system across the City Region and have been accredited with Investors in People Gold standard.



## **Local Solutions' Homeground Project offers supported accommodation to young people aged 16-21. We have been supporting young people for 25 years.** Homeground uses a person centred approach to ensure all young people have support which acknowledges their personal strengths and values their individuality. In

addition to 24 hour support, Homeground provides an activities programme focussed on developing independent living skills, engagement and wellbeing, as well as delivering a Resettlement Passport tenancy course to prepare young people to successfully sustain their future accommodation. We are part of the Liverpool Accommodation Based Support Consortia and share in the vision to ensure that all staff are trained in approaches which aim to create and foster therapeutic environments and relationships in order to maximise the positive impact of our services.



## **We are a national social justice charity with more than 50 years' experience of changing lives, building stronger communities and reducing crime.** We house, we educate, we support, we advise, and we speak out for and with disadvantaged young people and adults. We are passionate about changing lives. We

never give up. As part of the consortia in Liverpool we provide 10 units of 24hr supported accommodation for single homeless people and a further 11 units of accommodation for people with a background of offending who have high support needs and/or high risks around their behaviour.



## **As a member of the consortia, New Start provide up to 109 units of supported accommodation across a range of 24-hour hostel provisions and dispersed housing options.** We are a family run organisation, which was established

in 1997 for the specific purpose of providing residential care and support services for vulnerable men, women, children and young people across Merseyside. We have now developed into a well-founded and successful organisation, employing a committed workforce of nearly 120 members of staff, who provide a wide range of residential and social care services designed to meet the diverse and often complex needs of over 300 service users in our region. New Start has been awarded Gold Standard with Investors In People, our Adult Services have ISO 9001 accreditation and we are committed to continually evolve, remodel and diversify as an organisation, in order to develop services which are strategically relevant to both commissioners and the communities we serve.



## **Nugent's New Beginnings homeless project in Liverpool offers 26 units of dispersed accommodation to those who are single and over the age of 18; support needs include mental health, recovery from addiction, asylum**

**seekers and domestic abuse, amongst others.** The units are good quality, self-contained and furnished, via our partnership with a Registered Social Landlord. Service users have independence and the team really 'get to know' service users resulting in a tailored package of support and demand for places always outstrips supply. Achievements for service users include moving on to secure tenancies, some gaining paid employment and re-establishing contact with children. Nugent can access funds for a new tenancy including assisting with moving and items of furniture - giving an essential and secure start. Service users often turn to us long after they have moved on to general needs preventing escalation to a crisis and reducing demands to statutory and other services.



## **NWPC provides high quality supported accommodation across the Merseyside area, specialising in supporting service users who present with challenging behaviour.** In addition we also offer accommodation and support

for single homeless males and females. We currently offer 51 units of supported accommodation across Liverpool. Residents housed in NWPC's offender accommodation service must be subject to a statutory supervision order or a Home Office Licence. We provide 24 hour services for all client groups. NWPC have a Cognitive Analytical and Psychologically Informed approach within all supported accommodation services. Where appropriate, NWPC work a flexible hostel approach. Staff within NWPC operate support sessions that are client led and trauma informed. The organisation employs its own positive Engagement Co-ordinator to help support and engage our services most challenging service users. NWPC offer a support service that achieves positive outcomes.



## **Plus Dane Housing has more than 13,500 homes in ownership across Merseyside and Cheshire and employs over 500 people.** As an organisation with

a social purpose, Plus Dane provides a variety of supported, extra care and temporary accommodation, including our service at Anne Conway House on behalf of LABSC. Anne Conway House is a 13 bed temporary accommodation complex run by a team of five staff, which supports a broad range of service users, including those with multiple and complex needs. The service's close working relationships with key partners enables residents to have rapid access to essential services, and combined with the staff's shared values and skills, expedites the resident's journey to achieve independent living.

# Who We Support

**The LABSC Consortia try to support people with high risks and regularly review risk and needs assessments to ensure we provide effective support and manage risks.**

Of the 834 people supported in the last year all had presented as homeless but the vast majority had needed support in a number of additional areas. The most common areas where people needed additional support were alcohol and drugs, offending and mental health.

## Alcohol

Just over **50% of people** supported have been assessed as Medium to High Risk for Alcohol.

**40% of people** supported recognise that they have problems with Alcohol with **over 25%** admitting to drinking more than 4 times a week.

## Offending

**52% of people** supported have been assessed as Medium to High Risk for Offending.

**68% of people** supported had previous convictions with **32%** disclosing a previous conviction for violence.

## Drugs

**55% of people** supported have been assessed as Medium to High Risk for Drugs.

**70% of people** supported disclosed that they had previously used drugs with **39%** acknowledging that they currently use drugs and **27%** having previously been in treatment for drug use.

Of those people placed in the last year over **50%** admitted to having used Class A drugs **31%** had used Heroin, **28%** had used Crack and **26%** had used Cocaine.

## Mental Health

**65% of people** supported have been assessed as Medium to High Risk for Mental Health and having a current mental health issue.

**32% of people** have been assessed by a psychiatrist with **22%** having spent time in hospital due to a mental health condition.

# Our Outputs and Outcomes So Far

## Referrals

Received over **7000** referrals and had a **92%** acceptance rate across all services operating at **95%** for the last 3 quarters.

## Supported

Supported **834** people in **943** placements meaning throughput across all LABSC services was **263%**.

Of those people placed in the last year over **50%** were rough sleeping immediately prior to accessing the service.

## Moved

Moved **542** people from Consortia services with **65%** moving in a planned way

Had an occupancy rate of **94%**.

The Liverpool Quality Assurance and Safeguarding Unit regularly assess services to ensure they are delivering high quality, safe and inclusive services.

**We have scored an average score of 96/97 across the services that have been assessed to date.**

# Areas of support

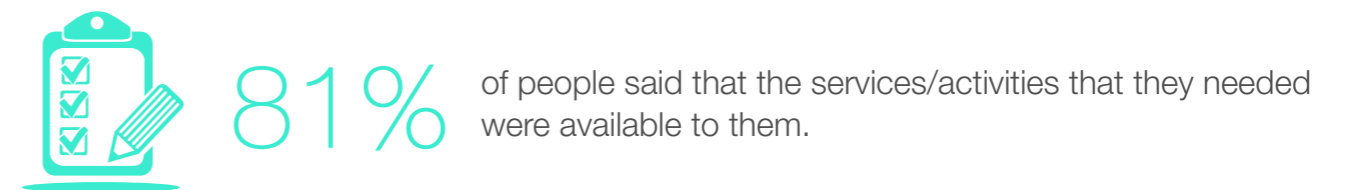
For those people who have left consortia services the following outcomes were recorded.

Support Need Established	No of people with need	Percentage achieving outcome
Secure Settled Accommodation	390	69%
Maximise Income	380	94%
Maintain Accommodation	338	68%
Establishing Contact with Services	334	91%
Manage Substance Misuse better	276	60%
Manage Mental Health better	258	78%
Manage Physical Health better	227	83%
Comply with Statutory Orders	174	75%
Reduce Overall Debt	130	68%
Establish Contact with Family and Friends	127	92%
Participate in desired training	117	59%
Support into Paid work	109	38%
Participate in activities/leisure/cultural	80	89%
Support into work like activities	76	55%
Manage self harm better	67	89%

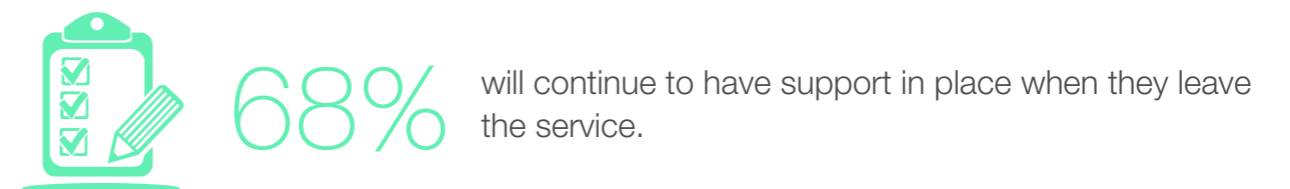
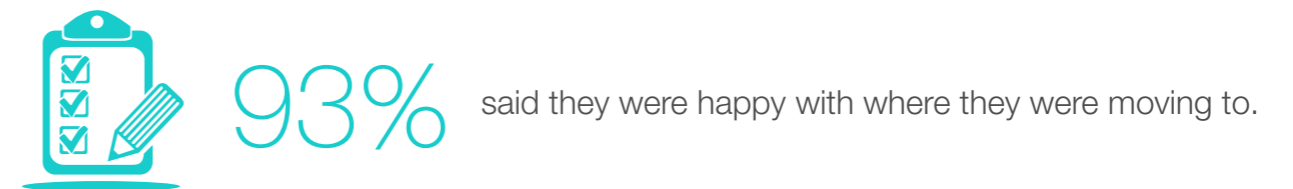
# Results of LABSC Exit Questionnaire

Since March 2017 - 91 people have completed a LABSC Exit Questionnaire when leaving the service. 85% of the service users completing the exit questionnaire had left the service in a planned way.

Of those people who completed the exit questionnaire:



In relation to moving on from the accommodation:



# Working Together



**LABSC have worked together over the last year in order to ensure we provide the best possible support and to establish a consistent approach to the delivery of support.** This has included developing shared policies and a shared training programme. We evaluate the success of these through both joint meetings and regular contract reviews. We have also developed the MainStay system and increased our services use of the system to ensure that we can provide enhanced performance management data, avoid duplication and greater demonstrate the support provided by our services.

## Shared Training

**Cognitive Analytical Therapy (CAT)** – CAT is concerned with the way a person thinks feels and acts and the events and relationships that underlie these experiences. CAT looks at repeating cycles of behaviours and how practitioners react to these behaviours. CAT is a collaborative program so it requires a “whole team” approach and therefore training was delivered to all LABSC support staff.

**Reducing Evictions and Abandonments** – This course promoted a flexible hostel approach and encouraged the use of alternative sanctions over warnings to prevent evictions. It also introduced the new LABSC Evictions Policy to staff and linked the approaches used to good practice across the UK.

**Trauma Informed Care (TIC)** – This training was delivered to support staff to help improve awareness that a person who has experienced trauma can often struggle with their ability to regulate emotions as well as having an impaired sense of safety and self. It teaches staff to recognise these issues, making connections between the experience of trauma and problematic behaviours and highlights how to build a sense of emotional and physical safety.

**MainStay Training** – All LABSC staff have been trained to use the new functions available via MainStay this includes support planning, risk management, case notes and resettlement tabs. All LABSC managers have attended reports training enabling them to use the system to manage performance and analyse levels of needs within services to ensure the support offered is appropriate to their current client group.

# Shared Policies and Processes

**Over the last year LABSC have identified the areas where shared policies would help allow us to offer a consistent approach that benefit’s both staff and service users.** We have also been careful to ensure we are able to offer a diversity of services within LABSC as we recognise that one of the strengths of the consortia is our ability to offer different types of accommodation so that we can find the placement that best suits the client. We have therefore ensured that we still have a diversity of approaches in areas such as substance misuse.

**Below is a list of the policies and paperwork shared across LABSC:**

- Assessment and Allocations Policy
- Compliments, Comments and Complaints Policy
- Dignity Charter
- Equality and Diversity Policy
- Eviction and Sanctions Policy
- Exit Questionnaire
- Resettlement Form
- Service Directory



## Step Up and Down Process

**LABSC have developed the Step Up and Down process to allow quick movement through the different tiers of support as a service users support needs increase or decrease.** This process includes non LABSC services in order to ensure that they have clear and fair referral route to access those services providing a higher level of support. LABSC have 87 Tier 2/3 beds, which is 87% of all higher tier beds for persons over the age of 21. To date we have provided an accommodation option for all 26 service users needing a higher tier the majority of which have been referred to us by non consortia services with many being close to eviction from their current accommodation. We have also accommodated 94% of all placements resulting from this meeting and to date 87% of these service users are either still in service or have had a planned move which has demonstrated our commitment to working with those service users that are hardest to reach.



## Case Study - Mark



**Mark had a diagnosis of high functioning aspergers syndrome and experienced 'melt downs' which often resulted in him appearing aggressive and damaging property. Mark had moved in with his partner and went on to have 3 children but both struggled with their growing family and when he damaged the family home he was arrested and sent to prison.** Mark moved from prison to a high support offender service but when this service closed he moved to our service. The transition was completed as a phased move; over a 5 day period to alleviate the stress that change can cause him and was given a flat at the far end of the building as noise could be a problem for him. Mark's needs were assessed as high due to his mental health, learning disabilities and offending.

During his time with us Mark worked with Children's Social Services and received support with his contact visits with his 3 children before they were adopted. This was an extremely

difficult period for Mark but he opened up during this time and spoke about his feelings which his family said he had never done before. Mark is still in contact with adoption services and has yearly 'letterbox contact' with his children.

Mark was supported with attending GP's appointments as this was important for him so he could talk about his mental health. He looked for answers for his 'melt downs' and he continued to damage his room and property. Staff recognised that this was how Mark deals with all the racing thoughts in regards to his children. We were able to support Mark to understand there is no 'magic wand' and no one can take away his thoughts and emotions but we could help him see things from a different angle. Staff completed risk management plans with him establishing triggers and appropriate responses, and as a result of this staff did not have to call the police and mental health services as had happened in his previous accommodation.

After some time Mark started using distraction techniques when he could feel these thoughts building up and went for walks or used colouring books to help clear his head. Mark could then return and talk about what had happened and how to deal with it next time. These episodes became less frequent and he was no longer placed on welfare checks when he appeared low as this did not help but just made him more anxious. Mark became confident enough to voice his needs and was listened to rather than being told what to do or how to think.

Mark was moved from a complex bed to a general needs bed as staff understood him better and trust was built. He started to attend Asperger's Liverpool and attended workshops in the hostel and Dutch farm. He began to try new activities and met with new people which he never wanted to do before. Mark felt like he could move on and accommodation was sought for him in a quiet area of Liverpool and a floating support worker was arranged with Riverside to help him in his new home. Mark is very happy in his new home.

## Case Study - Constance

**Constance is a 39-year-old Ghanaian female who travelled to Liverpool with her daughter for a family reunion with her then husband. Constance and her daughter moved into the family home but the relationship began to deteriorate due to an undiagnosed mental illness.** This resulted in her husband abandoning Constance and she was arrested and detained under the Mental Health Act for 10 months and she was diagnosed with a psychotic illness. Her children were sent back to Ghana to live with her maternal grandmother.

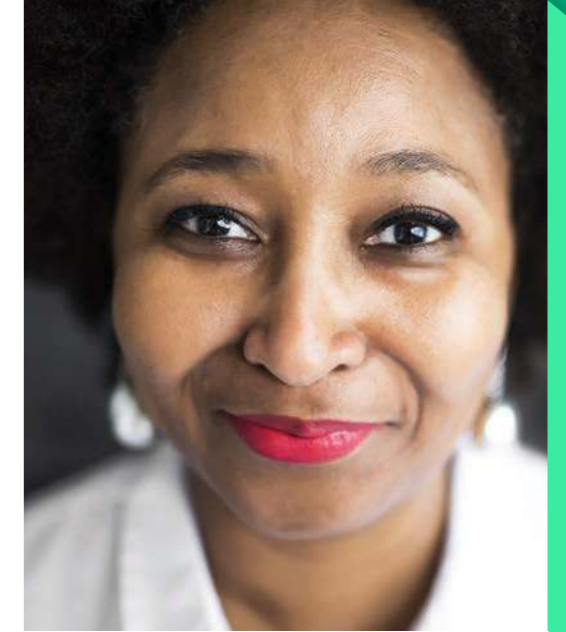
Once discharged Constance claimed asylum as a single person which resulted in her being placed within Home Office accommodation, she was eventually granted asylum which meant she needed to leave this accommodation and had to access the Whitechapel sit up service.

We moved Constance into a supported dispersed property in June 2016, and it quickly became apparent to Constance's support worker that she had complex support needs, and was unmedicated. The barrier with assisting Constance was that she believed she had no issues around her mental health, and instead believed that she had a spiritual problem, and had a curse placed on her by the Ghanaian Community, this also isolated Constance from her community. **She was also experiencing depression due to being separated from her children and feeling hopeless at being reunited with them.**

In early December Constance called and advised her worker that she wouldn't be home for her session as she had been arrested and detained at Clock View Hospital due to an episode in a supermarket. Constance was placed in a secure unit for several days as she was displaying violent behaviour at the hospital. Her support worker visited supporting her with working towards a positive discharge.

Constances mood deteriorated and she began to discuss the afterlife and reincarnation. We planned additional visits and during one of these the support worker gained access due to no response, finding that Constance had overdosed on her Mental Health Medication. The Emergency Services were called and Constance was taken to hospital and the worker found a suicide letter addressed to her.

Over the next months Constance stabilised and she began to accept that she had a mental illness, and due to not wanting to experience a relapse again, adhered to her prescribed medication and engaged with GP and MHT. After a period of time we supported Constance into employment and she is now working full time and we have also assisted Constance to apply for her daughter to come for a visit. We are now in the process of securing Constance a RSL tenancy as she continues to positively maintain her mental health, employment and tenancy since March 2017.



## Case Study - Louise



**Louise was referred to our service in November 2016 as she had been evicted from her previous accommodation for assaulting a staff member.** She was recorded as drinking daily and when reviewing her accommodation history there appeared to be a pattern of her drinking heavily and getting into altercations with both residents and staff which resulted in violence or aggression.

Upon moving in to our accommodation this pattern of behaviour continued, with Louise frequently returning very heavily under the influence and arguing with residents on her landing. On one occasion Louise came to the office intoxicated and was very aggressive towards a worker. The following day Louise was invited to the office to discuss the incident. Louise was initially very defensive but using CAT approaches we discussed her past pattern of behaviours and what effect they had. She agreed that it had led to her being evicted and admitted that she liked it here and didn't want to risk losing her room. We discussed

techniques to prevent this and she was offered an 'open door' to talk to staff about any issues. Louise admitted that she didn't expect this and in the past staff at hostels had not engaged with her and had seen her as a trouble causer and ultimately had avoided her. We talked about her drinking and how this had a negative impact on her interactions with people.

Louise became more approachable, engaged with staff, and would often come to them to have a chat. When Louise got frustrated and angry she would come and have a cry and talk to staff. Louise began to see positive outcomes and recognised how doing this helped her achieve so much more than aggression ever had. Louise even found herself in conflict with other residents who tried to provoke her due to knowing her previous reputation but Louise did not rise to it, but instead came and spoke to staff. **Louise worked hard with the staff to reduce her alcohol use as she began to see it as the trigger to aggressive outbursts.**

**Louise was supported to move into a 3 bedroom property** and her newly acquired approach also helped her build bridges with her family. She has moved in with her daughter and granddaughter. She left here a positive person with the skills to maintain a tenancy and to manage her own anger.

## Case Study - David

**Formerly street homeless David has settled into one of complex needs with personal care beds, where residents needing more specialist support can stay for longer than in regular services - up to 18 months. Sadly, David is now terminally ill, and will stay in our Complex Needs with personal care service indefinitely.**

*"The members of staff here treat me like a human being I enjoy being here. I've never had what I've got here now"*

*"When I first came here, I had nothing. Now, my room is like my own little flat with a kitchen and shower room. I've got a TV and radio, and I've built it all up."*

*"I've been on the streets, and I've been kicked out of hostels because of my behaviour. But since coming here I've got that under control. In other places, you can be bullied; here, they don't stand for it. I've got carers, who are brilliant, and I feel safer here than anywhere else I've been."*



The key workers in the Complex Needs Service will carry out a weekly food shop for their longer-term residents and help them cook. David is alcohol-dependent and working together they have taken steps to reduce his alcohol intake. They help him manage his medication and plan hospital visits to manage his illness, and keep in touch with his family, who no longer worry about where he is or what might have happened to him on the streets.

David says: *"I'm eating properly and have put on weight, and don't drink like I used to. It's the first place I've ever been settled, and I don't want to leave."*

When he is well enough, David takes part in activities through the Liverpool Waves of Hope New Beginnings scheme, including creative writing and equine therapy.

*"Supported housing is so important because I'm looked after properly and the staff are nice, and if I ever need anything they will help me get it," he says. "I love it here."*



# The Year Ahead



**For the year ahead we aim to ensure that across the consortia we exceed our key performance targets of 95% acceptance rates and 65% planned moves. We are working with key stakeholders to help meet the changing needs of the client group and will be adapting our offer in the next year to provide more accommodation options for females and offenders being released onto the streets.** We are also aiming to generate more positive throughput in consortia services by increasing move on options and ensuring more service users move to lower tiers of support. We are also aiming to increase the use of MainStay across all consortia services in order to provide a shared consistent approach, improve performance management and offer greater transparency to all stakeholders.

We are committed to working hard to create co-produced support services with all our service users. As individual services and as a consortia we will be holding a number of events throughout the year to ensure that the people we support are directing and influencing the ongoing development of our services. We will review shared policies and approaches to ensure that we are working efficiently and consistently across all services and that we are adapting to an increasing complex client group.

In terms of the professionals we work with, we seek to ensure that we have effective and mutually beneficial working relationships. We are committed to hosting a minimum of 3 engagement events with professionals throughout the year.

We will also be working hard at a strategic level to ensure that we maximise the social value achieved through our services. We have developed a Social Value Strategy that will direct our work around procurement, value for money and maximising opportunities for local people and the people we support.



**The first year in the life of LABSC has been focussed on implementation, delivery and establishing the tiered model of support. As we look towards the coming year we are getting ready to think about:**

- **Engagement, participation and involvement**
- **Enhancing our impact around social value**
- **Partnership working**

# Our Services

## Single Homeless Dispersed Services

Service Name	No of Units	Location	Telephone Numbers
City of Liverpool YMCA Dispersed	31	Various Locations	0151 600 3530
New Start Dispersed	83	Various Locations	0151 709 3900
Nugent New Beginnings Dispersed Housing	26	Various Locations	0151 261 2024

## Single Homeless Services (24 Hour Support)

Service Name	No of Units	Location	Telephone Numbers
City of Liverpool YMCA Leeds St	50	15 Leeds St, Liverpool, L3 6HU	0151 600 3530
City of Liverpool YMCA Ullet & Lister	28	77 Ullet Rd, Liverpool, L17 2AA 14 Lister Rd, Liverpool, L7 0HF	0151 733 1898 0151 261 0383
NWPC Andrew House and Orrell Lane	22	Vauxhall Road, Liverpool, L3 Orrell Lane, Liverpool L9	0151 329 2772 Opt 5 Andrew House Opt 4 Orrell Lane
Nacro The Elms	10	2-4 The Elms, Liverpool, L8 3SS	0151 727 4253
New Start Prospect Lodge	12	Prospect Lodge, 51 Prospect Vale, Liverpool, L6 8PF	0151 228 0680
Plus Dane Anne Conway House	10	Anne Conway House, 1a Garmoyle Close, Liverpool, L15 OJB	0151 733 4746

## Young People Services Tier 2

Service Name	No of Units	Location	Telephone Numbers
Local Solutions Homeground	20	Homeground Hostel, 286-316 Scotland Rd, Liverpool, L5 5AE	0151 286 6010

## High Risk/ High Need Services

Service Name	No of Units	Location	Telephone Numbers
NWPC Orrell Lane High Risk High Needs Service	4	Orrell Lane, Liverpool, L9	0151 329 2772 Opt 4
New Start Belmont Drive Supported Accommodation Project	11	81-83 Belmont Drive, Liverpool, L6 7UP	0151 541 6492
Nacro Wavertree (Offender Service)	11	Picton Rd, Liverpool, L15 4LP	0151 734 0985
NWPC Boundary Street & Newby Lodge (Offender Service)	23	Boundary Street, Liverpool, L5 7RZ Newby Street, Liverpool, L4 4BU	0151 329 2772 Opt 1 Boundary St Opt 2 Newby Lodge

## High Risk/ High Need Services

Service Name	No of Units	Location	Telephone Numbers
City of Liverpool YMCA Complex Needs Leeds St	10	15 Leeds St, Liverpool, L3 6HU	0151 600 3530
Complex Needs with Personal Care NWPC New Start Plus Dane	8	Andrew House, Vauxhall road, Liverpool, L3 Prospect Lodge, Prospect Vale, Liverpool, L6 8PF Anne Conway House, 1a Garmoyle Close, Liverpool, L15 OJB	0151 329 2772 Opt 5 0151 228 0680 0151 733 4746



## **Liverpool Accommodation Based Support Consortia**

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This report contains stock images to protect the anonymity of our service users.