



# CONNECT Manchester

## Impact Report 2022-2023



**CONNECT** Manchester  
HOUSING RELATED SUPPORT SERVICE

## Contents

<b>Message from Nacro's CEO</b>	<b>1</b>
<b>About CONNECT Manchester</b>	<b>2</b>
<b>Case study: Louise's story</b>	<b>4</b>
<b>Our approach</b>	<b>5</b>
<b>About our partners</b>	<b>8</b>
<b>Impact and benefits of the CONNECT Manchester partnership</b>	<b>10</b>
<b>Service user feedback</b>	<b>12</b>
<b>Case study: Craig's story</b>	<b>13</b>
<b>Referral information</b>	<b>13</b>



## Message from Nacro's CEO

For many of the people we work with, the experience of homelessness was not something they thought would ever happen to them. Yet, the reality is in Manchester alone, one in 74 people<sup>1</sup> experience homelessness. From rough sleepers to sofa surfing and substandard housing, the impact of the cost of living is contributing to the number of people having to face this reality.

To prevent homelessness, we need to acknowledge and tackle inequalities and create fair access to housing, employment opportunities, health services, and education. Our work in housing and support services are directly tackling these issues. That's the support we provide.

At Nacro, we are proud to lead the CONNECT Manchester partnership and I am delighted to share our impact over the last 12 months with you. Together with The Riverside Group, Sanctuary Supported Living, and The Salvation Army, we provide people with the help that they need to overcome their challenges. We ensure that personal circumstances and former lifestyle choices are not a barrier to accessing housing and opportunities.

CONNECT Manchester has a combined experience spanning 90+ years delivering a range of services to some of the most excluded groups in the city. Together we have 163 beds across Manchester.

It's inspiring to see the progress made by our service users and we're determined that together, we will work with Manchester City Council to end homelessness in Manchester and continue to challenge inequalities.

### Campbell Robb

Nacro CEO



In partnership with



<sup>1</sup> Source: Shelter.org.uk (January 2023)

# About **CONNECT Manchester**

**CONNECT Manchester** is a coming together of four organisations, committed to working in partnership with Manchester City Council to end homelessness.

We have developed services that combine our strengths to support vulnerable people in the city of Manchester, achieving greater outcomes with the people we work with and meeting the strategic aims of Manchester's Homelessness Strategy.

Delivering against a joint vision to connect with people and places, we aim to build thriving neighbourhoods and communities through the provision of housing and other support services.

## Our service model

Our service model is based on the belief that everyone has the ability to realise their potential, achieve greater things in life, and contribute towards their own and others' wellbeing.

We have co-produced a service model that enables people to develop that potential, building upon personal and community assets and developing their resilience to prevent homelessness and the need for statutory interventions.



We provide short-term accommodation and support for people who are facing significant challenges and barriers to securing a stable place to live. We help them to tackle the root causes of the issues affecting their lives, while also helping to develop their confidence and skills to move on to independent living.



The accommodation we provide includes a mix of one bedroom dispersed, shared, and self-contained units, located across Manchester city. As part of this support package, we offer personalised services that focus on a person's strengths, supporting them in a wide range of areas. These include:

- help to access sustainable accommodation;
- learning skills in budgeting, paying bills, managing debt, and dealing with paperwork;
- support accessing employment, training, education, and voluntary work
- help to pursue personal interests; and
- signposting to specialist services, such as substance misuse, mental health, or domestic violence services.



## Our locations

We have 163 units of shared and self-contained accommodation across the city:

- 1) Wilson Carlise House
- 2) Discovery House
- 3) Endeavour House
- 4) Independence House
- 5) Marian Parker House
- 6) Victoria House
- 7) Longden House
- 8) Stanley Road
- 9) Middleton Road
- 10) Crumpsall Lane

Our single service provides a coordinated offer to adults in need of temporary housing and support in Manchester.



## Case study: Louise's story

"I've lived in one of the flats and my partner was referred here before I was. Once the staff realised we were together, they put a referral in so that I could move in with my partner.

It's good because it's helped us to get to know each other a lot more and for when we get our own place. **When me and Steve get our own home, it'll be our fresh start, and everything will be the way we both like it. We know we'll have to help each other in our own home.**

The staff have been brilliant. They are supportive and helped us both to get everything sorted that we needed to, so that now we're able to put bids in for our own place. Hopefully we'll get something soon. I feel ready and we're strong enough to make that jump to start again somewhere new. Steve and I got engaged at Christmas; we haven't decided where we're going to get married, probably at a registry office, with a few family and friends.

Being here has made us stronger, especially with the support from staff – they're always here to talk to. If you're feeling down, they'll chat to you and help you out. It's a lovely place to be and the support has helped us to face the things you need to, to get on with your life."



## Our approach

We work with people aged 18+ who are homeless or are experiencing a housing related crisis and need short-term housing related support.

Our approach involves assessing the individual's needs and ensuring they receive the support and guidance they require. This goes beyond simply providing a roof for them to sleep under.

We work with a range of people who face difficult situations, including:

- Adults who are homeless or at risk of becoming homeless, including people leaving prison and people who may be sleeping rough.
- People with a range of medium to high support needs who are not currently able to maintain independent living and for whom other housing options, including floating support, would not be appropriate.
- Homeless couples and for individuals who have pets.
- An individual's health and wellbeing are also essential factors we consider as part of the support we give.



## Manchester Access and Support Gateway

We have adopted the Manchester Access and Support Gateway (MAS) and work with individuals from the point of referral, enabling them to feel confident and able to leave the service to restart their lives.

Those involved in substance misuse, or who have mental health challenges, or who have experienced repeat homelessness require a bespoke approach that helps them to move forward and overcome these obstacles.

Although CONNECT Manchester is a partnership, our approach is to work as a single team. CONNECT support workers work collaboratively in co-developing and agreeing upon person-centred, strengths-based support.

We understand the importance of moving people towards independence with effective support networks to ensure they can maintain their wellbeing through life's challenges, minimising the reliance upon services like ours.

Central to our approach is preventing a dependency culture of 'doing for you'. Instead we encourage and nurture individuals to recognise their own skills and the resources they have around them in their relationships and in their communities through an asset-based and strengths-based approach.

Our delivery model recognises that both personal resilience and community co-ordination are essential features to an individual's ability to rebuild their life and reintegrate into the wider and local community.

We ensure the support is set at a pace that works for the person and not a prescribed timeline.

## We do not believe in a 'one-size-fits-all' approach.

By tailoring the provision and resource around the individual's needs, we move away from a segmented approach and create a community of support.

CONNECT Manchester currently has established relationships with existing communities, key stakeholders, and specialist services. Over the past year these relationships have helped us to work with **186 people** with medium and complex needs.





## Overview of the user journey through our service



Stage one:

### Referral through Single Access Gateway

Assessment of needs

Stage two:

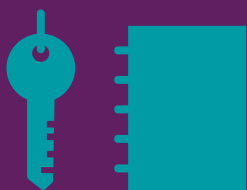
### Partnership allocation teams

Allocations made on the same day

Stage three:

### Move into temporary home

Met by CONNECT worker, Psychologically Informed Environment



Stage four:

### Induction

Welcome pack provided

Stage five:

### Personalised housing plan

Specialist and move-on support

Stage six:

### Connected with community assets

Drop-ins, wellbeing services, 1:1 support



Stage seven:

### Support and feedback

Stage eight:

### Exit from service

Secured housing, improved health, wellbeing and personal relationships, secured employment or learning

## About our partners

Through the collaboration with our partners, we're able to deliver exceptional support to our services users, bringing together our combined specialisms and experiences.



### The Riverside Group

The Riverside Group was established over 90 years ago and we have grown to become a major provider of affordable housing, and care and support services in England and Scotland, with more than 75,000 homes in management. Operating at scale across around 175 local authorities, our vision is to transform the lives of the 140,000+ people we house and revitalise the neighbourhoods in which they live.

Wilson Carlisle House brings over 50 years of supported housing experience to the CONNECT Manchester partnership, working with and supporting homeless men to achieve their goals and to move on into permanent accommodation. We are committed to continuing our successful and forward-thinking partnership with CONNECT Manchester.

Website: [riverside.org.uk](https://riverside.org.uk)



### Sanctuary Supported Living

Sanctuary Supported Living is a not-for-profit organisation, delivering a wide range of supported housing and retirement communities, alongside tailored care and support services to people across England. We have over 650 supported housing services across England, where our amazing teams provide the care and support that our customers need.

Working in close partnership with the people we support, their families, carers, and health professionals, we deliver high quality services that support people on their unique pathways for independence. Victoria House is part of the CONNECT Manchester service which provides accommodation to adults that are homeless, experiencing housing related crisis, or are in need of temporary housing and support. Staff draw up a personalised support plan with residents using the Home Star model, to help them achieve their aims and goals.

Our highly-trained staff are on-site 24 hours a day, seven days a week, giving residents peace of mind that support is always on-hand. There is an overnight concierge service seven days a week and an out-of-hours telephone service, should residents require any further support.

Website: [sanctuary-supported-living.co.uk](https://sanctuary-supported-living.co.uk)



### The Salvation Army

The Salvation Army operates over 80 supported accommodation services across the UK and the Republic of Ireland. We call these services 'Lifeshouses' because they are more than a place to stay. They are places where people can get support with their housing issues – but also find support with other aspects of their lives such as employment, debt problems, training, spirituality, loneliness, addiction, or mental health.

The Salvation Army Manchester Homelessness Services provide support for 40 people over three Houses: Discovery House, Independence House, and Endeavour House.

These small Lifeshouses are furnished in a modern homely way and therefore provide a friendly and inclusive atmosphere where everyone is valued and treated with kindness and respect. Our excellently trained staff are working in a psychologically informed way. The service provision comprises of a key worker system with individual support, advice, and information being offered. The Salvation Army also provides a specialist support and engagement worker to help clients have their voices heard and be co-productive within CONNECT Manchester.

Website: [salvationarmy.org.uk](https://salvationarmy.org.uk)



**We see your future,  
whatever your past**

### Nacro

The people we work with are often at a point of change. Many have struggled; growing up in care, facing homelessness, failed by the education system, or caught up in the tide of the justice system. The challenges we face shape who we are, but our past shouldn't dictate our future. We believe that everyone deserves a good education, a safe and secure place to live, the right to be heard, and the chance to start again, with support from someone on their side.

We provide practical help and personalised support through our housing, education, justice, and health and wellbeing services. We work closely with people to help them build independence and move forward to a better future. We're compassionate and strong, determined, and flexible. And we never give up on people.

But this isn't enough on its own. We need the barriers holding people back removed and systems we all rely on improved to give everyone a fair chance. The voices of those most affected are often ignored, so we fight alongside them to be heard. We use the insights from our services and the experience of the people we support to campaign together for meaningful changes in society for those who need it most. We are Nacro and we won't stop until everyone has the chance to succeed.

Website: [nacro.org.uk](https://nacro.org.uk)



# Impact and benefits of the CONNECT Manchester partnership

The success of the CONNECT Manchester partnership is based on preventing and reducing the number of times people present as homeless. We achieve this by enabling individuals to secure a home and by giving them the support and resources they need to self-manage once they have moved on.

Through the partnership of Nacro, Sanctuary Supported Living, The Riverside Group, Manchester City Council, and The Salvation Army, we achieve a greater reach across the city.

This approach enables us to improve the experience for our service users through:

- A faster, more co-ordinated, and consistent response to concerns for homeless people.
- An improved 'journey' for the individual, with greater emphasis on early help and informed services delivering intervention at the right time.
- A clear process for the professionals or members of the public raising a concern about a homeless adult.
- Closer partnership working, clear accountability, and improved multi-agency communications.
- A culture of shared risk management within CONNECT Manchester and with wider agencies.
- A reduction in the number of inappropriate referrals and re-presentations.
- Greater integration of homelessness and prevention services across adult services through alignment with other commissioned services and partners.

## Our impact

312



individuals were supported from  
1 April 2022 – 31 March 2023.

91%



This is an increase of 91% based on our usual capacity. This is a significant achievement for the service and has created new aspirations for next year.

## Breakdown of those using our services

### Ages



- 18 to 30 = **118**
- 31 to 50 = **147**
- 51 to 65 = **47**

### Gender



- **278** identify as Male
- **34** identify as Female

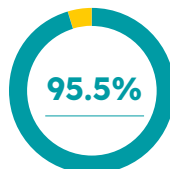
### Ethnicity



- Black/African/Caribbean/Black British/African = **54**
- Asian or Asian British = **32**
- Mixed/Multiple ethnic groups = **16**
- White British and White other = **177**
- Arab = **14**
- Other = **17**

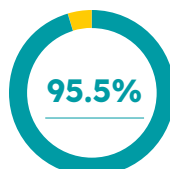


### Improved wellbeing Target 80%



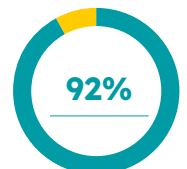
Our service has achieved **95.5%** for reported improved wellbeing. This means individuals are engaging with treatment programmes, have access to health services, and are re-connecting with informal support networks (family and friends).

### Skills and interests Target 60 %



Our service has achieved **95.5%**. This means that there is participation in education, training, and volunteering opportunities. As well as participation in skills, interests, and hobbies delivered both in the community and through services/properties.

### Independence and move on Target 80 %



Our service has achieved **92%**. This means individuals are developing resilience and independence, including participation in support programmes delivered by services themselves or partners. Meaning they are:

- Participating in paid employment.
- Being enabled to access a range of accommodation options.
- Developing practical skills to enable move on to live independently and sustain accommodation.
- Engaging with Resettlement services.

# Service user feedback

Monitoring the impact of our work also means recognising our support services at an individual level. As part of our internal governance, we conduct service user surveys to analyse satisfaction of the CONNECT Manchester service. We use the outcomes to continually improve our services and ensure our support is delivering on the expectations we set.

## Summary of findings

Respondents were asked to rate how happy they were with various aspects of the service.

Below shows the average score (% positive) for each topic area. The average scores are calculated by combining the scores for all questions in each section.

95%



Being made to feel welcome.

89%



Having choice and control.

85%



Having the right staff.

75%



Living in the service.

88%

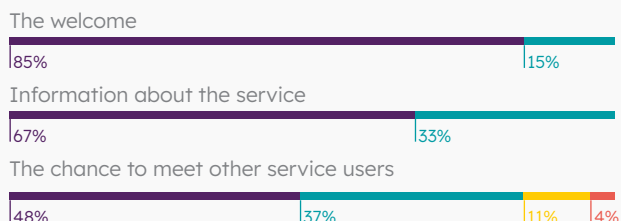


Move on.

## Breakdown of user feedback

Highlighting the individual responses, the following outlines the feedback we received from respondents when asked about the services they used and how happy they were with their experience:

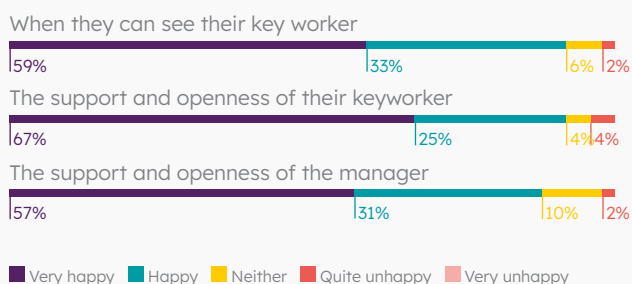
### Being made to feel welcome



### Having choice and control



### Having the right staff





## Case study: Craig's story

"I found myself in a little trouble a couple of years ago. I found myself on the streets and because of my previous convictions, I had to let the relevant authorities know that I was homeless. In the confusion of homelessness, I didn't let the police know where I was or what I was doing.

They arrested me and sent me to Forrest Bank HMP for six months. From there, probation, MAPPA (Multi-agency Public Protection Association), and the police brought me to Wilson Carlisle for which I cannot be thankful enough. It's given me a route off the streets and into a warm, safe, cohesive community. There's a structure here which enables people like me to go explore ourselves and the opportunities we possess.

First of all, sobriety is the most important thing to me, and I'm happier like this compared to the chaotic life that the streets bring. **Life's tough, life's hard, and you've got to grit your teeth, stick your chin up, your chest out, and go on. And accept help when it's offered or given to you."**



## Referral information

We support any person aged 18 or over, single people, and couples who are homeless or at risk of homelessness. This includes people leaving prison and people who may be sleeping rough. We also provide specialist support services for women, men, couples, and people with pets.

To make a referral you will need to access the MAS Gateway to submit your details. To gain access to the Gateway, please email Manchester City Council: [masgateway@manchester.gov.uk](mailto:masgateway@manchester.gov.uk).

Please do not send referrals to the email address provided.

In partnership with



For general enquiries please call 0161 371 5363  
[nacro.org.uk](https://nacro.org.uk)

Follow us online



Charity Number: 226171