

	<u>Agenda Item: 14</u>
Report to:	Birmingham Health & Wellbeing Board
Date:	17 March 2020
TITLE:	SUPPORT TO VULNERABLE FAMILIES IN TEMPORARY ACCOMMODATION
Organisation	Birmingham City Council
Presenting Officer	Saba Rai: Service Lead Health/Housing and Homelessness Gary Messenger: Head of Service – Housing Options & PRS

Report Type:	Presentation
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1. Purpose:
1.1 To share information about the services commissioned by Birmingham City Council to support vulnerable families in temporary accommodation.

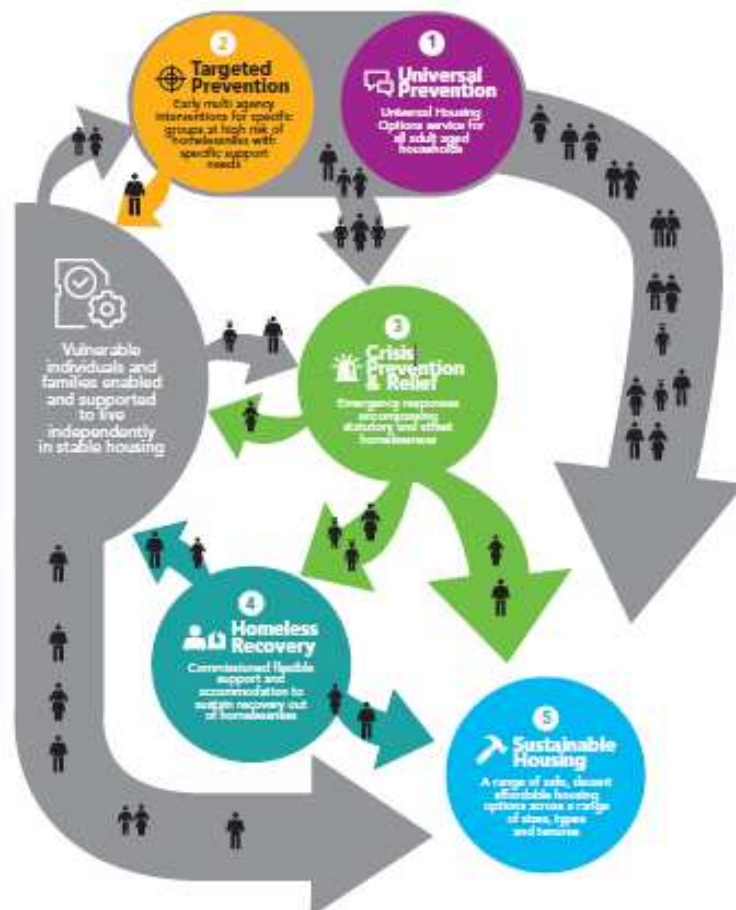
2. Implications:		
BHWB Strategy Priorities	Childhood Obesity	
	Health Inequalities	Y
Joint Strategic Needs Assessment		Y
Creating a Healthy Food City		
Creating a Mentally Healthy City		Y
Creating an Active City		
Creating a City without Inequality		Y
Health Protection		

3. Recommendation
To note the contents of the report for information.

4. Report Body

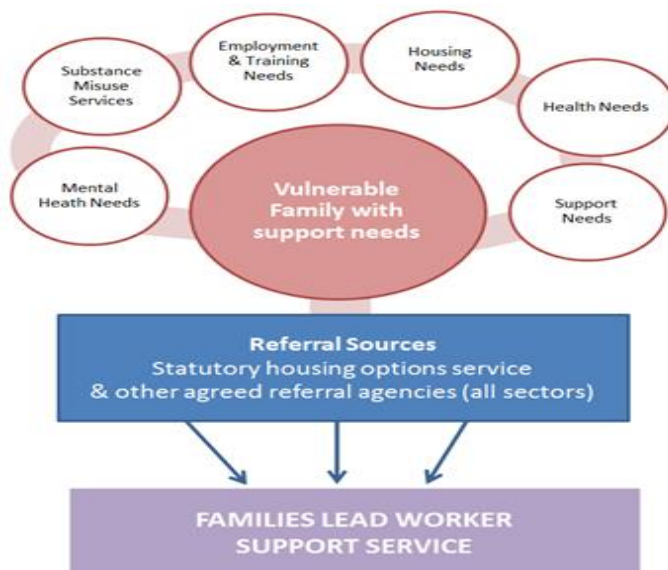
4.1 Context

- 4.1.1 The Birmingham Homeless Prevention Strategy 2017+ recognises that the causes of homelessness are a complex interaction between a person or family's individual circumstances and several social and structural factors, that are often outside of their control.
- 4.1.2 For many people, homelessness is not just a housing issue and is closely linked with complex and chaotic life-experiences including mental health problems, drug and alcohol dependencies, adverse experiences in childhood, being a victim of or witnessing domestic abuse, of being in care or of having been in contact with the criminal justice system.
- 4.1.3 The Homeless Prevention Strategy reframed the national St Basils Positive Pathway framework for young people into a system wide framework for preventing homelessness across Birmingham. It signalled a shift away from a crisis response, to proactively preventing homelessness in all its forms throughout a person or family's journey.



4.2 Current Circumstance

- 4.2.1 Birmingham has a high level of families who are homeless and/ or in temporary accommodation. Evidence suggests that temporary accommodation impacts social bonding, school performance in children as well as being linked to disadvantage in future generations. Access to employment is a key mechanism for preventing homelessness, yet, poor financial management and a failure to maximise household income continue to limit people's ability to access and sustain housing. Many of these families need additional support to enable them to break this cycle and live independently, where they can sustain stable housing.
- 4.2.2 Every month the council receives over 600 new homeless applications with on average around three quarters of statutory homeless applicants in a family household with dependent children. In addition, Birmingham's housing, homelessness prevention recovery and support services across a range of sectors, collectively deal with over 15,000 approaches per year from a diverse range of households finding themselves at risk of losing their home or dealing with the immediate crisis of being homeless. Navigating these services for some of our most vulnerable families can be extremely challenging.
- 4.2.3 In response, Birmingham City council has commissioned a Families Lead Worker Support Service as part of its wider homeless prevention commissioning model. The service aims to support vulnerable adults and families with multiple complex needs by providing targeted support to aid crisis recovery and build resilience. The service is additional to any existing support that families receive within temporary accommodation. It operates from a strengths-based approach and focuses on early targeted prevention and personalised support for families in precarious housing or temporary accommodation.



- 4.2.4 The service will provide initial and on-going support to vulnerable citizens through a holistic package, providing a vital link between the client and other

appropriate services (statutory and non-statutory), acting as an advocate, unblocking barriers and facilitating access into appropriate services.

4.2.5 Operating alongside the statutory housing options service, the Lead Worker Service is responsible for organising and arranging support for vulnerable families with multiple complex needs, empowering them to:

- Address and meet physical and mental health needs ranging from accessing substance misuse, to registering with a GP.
- Gaining access to employment, training and skills.
- Support with realising achievable and stable housing goals and to develop flexible pathways.
- Setting up benefit claims, utility bills, household budgeting etc for their tenancies.
- Enable clients to lead inclusive lives as part of their community, engaging with local communities and establishing positive support and social networks.
- Engage or re-engage in appropriate supportive relationships with friends, family, including dispute resolution and accredited mediation.
- Co-ordinate interventions delivered by other agencies to ensure the right support is offered at the right time, following the principles of the No Wrong Door Network.
- Preparing the family for transition out of the supported service enabling them to live independently

4.3 Next Steps / Delivery

4.3.1 Cranstoun are the commissioned provider of the vulnerable families lead worker service which mobilised in January 2020. The service will provide community based floating support to 800 families during the next 2 years. The provision of support is dependent on the needs of clients however typically, families may receive support for up to 1 year to help them to either establish and maintain independent living, improve their health and wellbeing, move on from temporary / short term living arrangements and / or access appropriate services that will best meet their needs.

4.3.2 Cranstoun will work in partnership with the full range of commissioned Vulnerable Adults Housing and Wellbeing Support Services and other agencies to meet the needs of families in temporary accommodation. They will also engage in opportunities for sharing their learning, information and encourage effective and positive partnership working between agencies and organisations.

4.3.3 As of Feb 2019, the service provider is working with the Temporary Accommodation Service to identify families with multiple complex needs and to establish appropriate referral and support pathways. Further work is planned with statutory services such as health visiting, that come into contact with vulnerable families within temporary accommodation to ensure appropriate support is provided.

5. Compliance Issues
5.1 HWBB Forum Responsibility and Board Update
<p>Progress and performance monitoring of the vulnerable families lead worker service is to Adult Social Care commissioning manager.</p> <p>Progress against the wider vulnerable families commissioning model is reported to the Vulnerable Adults Board (BCC).</p> <p>Progress against the homelessness prevention strategy is reported to the Homeless Partnership Board.</p>
5.2 Management Responsibility
Adult Social Care (Commissioning)

6. Risk Analysis			
Identified Risk	Likelihood	Impact	Actions to Manage Risk
Lack of vulnerable family participation	Low	high	Referral routes and mechanisms have been established with TA and will be reviewed regularly
KPI's not met	low	high	Regular contract monitoring and reporting.

Appendices
None

The following people have been involved in the preparation of this board paper:

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