THE ROLE OF HOUSING IN DRUGS RECOVERY

Section 2: Floating support case studies

September 2012
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BROADWAY’S SPECIALIST ABSTINENT AND FLOATING SUPPORT SERVICE, LONDON BOROUGH OF HACKNEY

Overall purpose
The purpose of Broadway’s service in Hackney is to provide vulnerable adults with specialist housing-related support in their recovery from substance use.

This is achieved by placing the service user at the centre of the support planning process, and support workers having access to a range of support planning tools to suit individual needs and preferences. Tailored, service-specific policies such as relapse management, testing, and engagement contracts give staff a framework in which they can work creatively with service users to build their confidence in an abstinent lifestyle whilst also building confidence in independent living skills. The service meets a range of outcomes related to housing support and also outcomes set by the Drug and Alcohol Action Team (DAAT).

Service summary
The accommodation-based service is made up of 14 units of supported housing spread across two properties. Each of the properties is abstinent, and service users are supported by Broadway staff based at the properties to maintain abstinence and develop independent living skills for the future. We support clients with a range of needs including: independent living skills; managing their recovery; offending behaviour; budgeting skills; accessing volunteering; our skills exchange and other work and learning opportunities.

The floating support service supports 25 clients with substance use needs who are living in their own homes and have tenancy-related support needs. The aim of the service is to provide short term support to enable people to stay in their tenancies and prevent homelessness. We support people with rent and tenancy issues, benefits advice, education and training advice and accessing drug and alcohol treatment in the community.

Staff support a mix of abstinent clients and floating support clients with a case load of 16 clients.

Resources
Staffing: the service is staffed by 17.5 hours per week of a team leader role. The team leader has overall responsibility for the day to day running of the service and leads, supports and motivates the 2.8 front line workers who provide the direct support to service users.

Funding: the service is funded by Housing Related Support and Hackney DAT. Total funding each year is £110,000.

Service user involvement
Service users are encouraged and expected to be involved in their support planning, and also to take responsibility for the environment in which they live. This is discussed in detail as part of the assessment process as we know that engagement from the individual is vital for the success of their recovery.
Support workers have a range of support planning tools and approaches, including the Outcome Star needs assessment, International Treatment Effectiveness Project (ITEP), Cognitive Behavioural Therapy (CBT) techniques, motivational interviewing, and ‘standard’ support planning to meet the needs and preferences of individual service users. Service users lead the support planning process and determine which areas of support they would like to focus on, and also determine the goals and aspirations that they would like to work towards.

Regular resident meetings are used to capture feedback from service users about any issues in the service that need to be resolved and ideas for suggestions of improvement.

Partnership working
The success of this service relies on effective joint working and the staff team work consistently to achieve this.

We work closely with Lifeline, Hackney’s Community Drug Service. Services they provide include the Community Prescribing Service and Health, Enhancement and Recovery Team (HEART). The majority of referrals for both the accommodation based and floating support service come from Lifeline.

Our service users are linked in with Lifeline from the start of the process including an initial triage assessment to establish level of need at point of first contact and have access to structured 6-12 week rolling day programmes (running four days per week) and one-to-one key work sessions and counselling.

We carry out joint support planning with staff at Lifeline. This helps the service user as it means all professional support is centred on the client using one support plan. This means support is coherent and everyone is working towards the same goal. It is also more efficient and reduces duplication.

The floating support service supports tenants with a range of housing issues linked to their substance use. Our support staff use their housing, substance use expertise and knowledge of local services to ensure tenants keep their tenancies. We provide our support alongside other specialist support that is required, and focus on linking clients into community services to reduce dependency on any one service. For example a client with benefit and arrears issues might be linked into Hackney Law Centre to take action to maintain a tenancy.

We have a Joint Working Protocol with Lifeline to clarify roles and responsibilities which enhances the work we do together.

Broadway worked closely with Housing Related Support Commissioners and Hackney DAT during the set up of the service to ensure we were all clear on the aims and objectives of the service, and to share information about borough services. These partnerships are vital to the ongoing success of the service and both are involved in monitoring the outcomes we deliver.
Key outcomes
The service has now been up and running for just over a year and this has been a period of transition from the previous service specification. The success of the service is measured by Key Performance Indicators identified by LB Hackney, a local outcomes framework identified by Broadway and measured quarterly and the DCLG outcomes framework which is measured upon exit from the service.

We have measured the success of the first year of this contract through internal reporting and annual returns to the commissioning authority. For a year end report, please contact Broadway.

Further information
Contact: Jenny Travassos on 0791 948 0795 or jennifer.travassos@broadwaylondon.org

FLOATING SUPPORT SERVICE, SOLIHULL

Solihull Floating Support Service provides floating support to people with substance misuse issues across all tenures. This can take the form of regular appointments at individuals’ accommodation, at one of our partner agencies (Welcome in Chemsley Wood), at our office or at any other agreed appropriate place.

We also provide a weekly drop-in advice service, currently based at Welcome in Chelmsley Wood.

To be eligible for the Floating Support Service (substance misuse), the customer needs to have drug or alcohol misuse issues and be from Solihull, or have direct personal or family connections to it. They must also be in receipt of treatment for drug/alcohol dependency on commencement of the service. Normally, customers will be over 18. However, with agreement from the Crime and Disorder Reduction Partnership, support services may be provided to 16 and 17 year olds.

It is not an eligibility requirement for our support services that the customer has a tenancy. However, if the customer does not have a tenancy upon commencement of the service, then we will support them in establishing a tenancy as quickly as possible. This will involve assisting with a homeless application and the establishment of a tenancy.

We accept referrals from a range of agencies that are in contact with drug/alcohol users. These include:
- self referral
- Solihull Care Trust
- Birmingham and Solihull Mental Health Trust (including Dual Diagnosis Team)
- Citizens Advice Bureau
- Solihull Community Housing (homeless/arrears/anti-social behaviour teams etc)
- Drug Intervention Programme
- Probation service
- social services
- Aquarius
- non-statutory agencies.

This list is not exhaustive as we accept referrals from any agency that has contact with people who need the type of service we provide.

We provide support in the following areas:
- setting up and maintaining a home or tenancy
- advice/support on repair work/home improvements or if necessary finding other accommodation
- managing finances and dealing with benefit claims
- gaining access to services and local organisations within the community
- advice, advocacy and liaison
- developing domestic/life skills
- developing social skills/behaviour management as well as learning effective ways to resolve problems independently
- low level emotional support and advice on housing-related issues
- finding leisure opportunities, education, training and employment
- staying in contact with friends, relatives and other social contacts
- keeping the customer and their home safe and secure
- liaison/advocacy support (same ethnic group)
- liaison with Probation services
- maintaining contact with other agencies who offer support and advice
- signposting to culturally specific legal, health or treatment services
- issues relating to mental and physical health and wellbeing.

If the floating support worker is unable to help, they will try to put customers in touch with a person or agency that will be able to assist.

The duration of our support service is up to a period of two years. During this time we monitor progress through regular reviews, setting SMART objectives, person-centred planning and ensuring a holistic package of support.

Further information
Visit: www.midlandheart.org.uk
TIER 4 AFTER-CARE ACCOMMODATION SCHEME, SOLIHULL

This scheme provides housing in Solihull for customers who have completed Tier 4 drug/alcohol treatment.

We are aware that customers returning to the community from Tier 4 drug/alcohol treatment find it difficult to find a suitable home due to the serious nature of their previous issues.

Therefore the scheme aims to:
- provide a suitable environment to enable customers to maintain the benefits of treatment and settle in the community to achieve long term stability
- provide support to the customer to sustain their tenancy
- support customers to continue on the recovery journey
- provide access to employment, education, training or volunteering.

The service we offer is housing-related floating support, including regular contact and person-centred support planning covering:
1. Setting up and maintaining a home or tenancy
2. Preventing tenancy breakdown and eviction
3. Developing domestic/life skills to live independently
4. Developing social skills and behaviour management
5. Developing budgeting and financial management skills
6. Claiming the correct level of benefits
7. Gaining access to other services in the community.

- customers must be 18 or over
- be a Solihull Treatment Programme customer
- have a plan to continue with successful recovery
- be willing to continue with their treatment programme
- have a suitable housing size
- not have an appropriate alternative.

Further information
Visit: www.midlandheart.org.uk

Overall purpose
The Wirral supported housing service provides supportive community living for clients who have often led chaotic and transient lifestyles, providing a safe environment to develop independent living skills and explore options for safe, affordable, move-on accommodation. During their stay, clients will develop these skills and explore past behaviour traits and reasons for those behaviours. They will also develop confidence and self-esteem, and explore opportunities for training, education and employment in order to become active members of their community and society as a whole.

Key to the success of the supported accommodation is the floating support provided. This service picks up clients in the community living in their own accommodation, or moving on from supported accommodation with either ourselves or other providers, and helps them to maintain their tenancy and continue to work on the key tasks that were identified within supported accommodation. The service is also available to clients in times of difficulty or crisis.

Key outcomes
This service provides a semi-structured approach to shared community living, giving clients the opportunity to develop the necessary skills needed to live a pro-social lifestyle. It focuses on the following key outcomes:
- abstinence from substance use including alcohol
- a move on into stable affordable accommodation and tenancy management
- building family links and support networks
- a move into training, education, employment or voluntary work
- community involvement and links
- a meeting of any diverse needs
- pro-social behaviour
- increased recovery and social capital
- sustainment of tenancy
- debt and financial management.

The Wirral supported housing service currently has a successful move on and sustainment rate of over 90%.

Service summary
Phoenix Futures Wirral provides 21 bed spaces of supported accommodation for clients with a history of substance use, leaving structured treatment and re-entering the community. This is delivered from three houses in Birkenhead. The service provides one-to-one support sessions and group work focusing on relapse prevention and the development of life skills in readiness for moving into their own tenancy. This stage in recovery can often be when many addicts relapse back into old habits and is seen by many professionals as the most important stage of recovery. We feel this is often due to the lack of personal experience of living independently in the community without dependency on substances.
The staff team includes treatment graduates. This creates a learning environment, with clients supporting each other and using previous experience to provide inspiration and visible recovery for more ‘junior’ clients. It also provides the opportunity to develop interpersonal skills.

The floating support service provides 60 units of support in the community focusing on all areas of support mentioned in an independent setting. This provides a natural progression from supported accommodation.

Resources
The service is provided in three houses which are owned by social landlords and managed by Phoenix Futures. There is a housing benefit charge which is paid directly to the landlord. This includes housing benefit eligible charges to fund decoration and furnishing costs, and the day to day maintenance of each house. Clients make a small contribution from their benefits to pay for gas, electricity and water charges which are priced to mirror what they would pay living independently.

The service is run by three staff, managed by the local area manager, operating on a rota basis between 9am and 7pm providing one to one support, guidance and mediation. Staff time is split between one to one support and guidance with a large part of their time spent in the community with clients exploring housing and community opportunities, developing networks and empowering clients. The cost of the staffing team is £146,000 p.a. which also incorporates a 24 hour emergency on call system across the three sites.

The floating support service is a mobile service operating from a central office and staffed by three staff with management support. It covers the whole of the Wirral peninsula providing support for up to 60 units. The cost of this mobile support service is £142,000.

Service user involvement
All service users are encouraged to take an active part in service delivery and development. There are weekly ‘business’ meetings at each project where new opportunities are presented and where service users have the opportunity to express their opinions in all areas of service delivery. Client satisfaction surveys are undertaken on a quarterly basis giving service users the opportunity to comment anonymously on all aspects of service provision. These comments are then used to inform service developments. Service users take a pro-active part in their support needs using the Outcomes Star approach which is exceptionally good at eliciting client interaction.

All service users are given the support to fully integrate into all recovery support services in the local area and guest speakers attend from a number of agencies both drug and non-drug related, for example local colleges and JobCentre Plus.

Service users are also encouraged to play an active role in a more regional approach through being involved in service user recovery forums and are supported to attend, providing the opportunity to have a louder voice in the running of the services Phoenix Futures provides to its customers. There are also opportunities to attend conferences and promotional events,
providing inspiration to others and experiences of professional settings. This aims to develop interpersonal skills and opportunities for further recovery progress.

Partnership working
Phoenix Futures plays an active role within all areas of partnership work in the borough, with a particular focus on recovery-orientated services, housing provision and training and education providers.

Phoenix Futures sits on the local recovery forum sharing best practice and opportunities for service users to access relevant partner agencies, providing information to commissioners to inform service gaps and developments to provide the necessary support in order to achieve the most positive outcomes for its clients.

We also sit on all local strategic Supporting People groups, developing service provision and promoting the benefits of the services we provide in terms of housing-related support. We play an active part in housing and homeless provision in the Wirral, developing opportunities for safe affordable move-on accommodation for our customers. For example, at the housing priority panel, we present case studies of clients to all registered social landlords and local authority housing providers to demonstrate the progress made by service users and their suitability for move on into independent accommodation. Without this advocacy, these clients may often be overlooked due to history of poor tenancy management and anti-social lifestyle.

There is a major emphasis placed on working with mainstream providers in the community in order for service users to take those steps needed to become independent from substance misuse related services. This is seen as fundamental to clients developing their skills in independence within the community and overcoming the barriers to integration into the wider society.

Further information
Contact: Mike Smith 0121 212 1122 or 07791 689723 mike.smith@phoenix-futures.org.uk
HOUSING-RELATED SUPPORT, SHEFFIELD

Overall purpose
The purpose of this service is to promote recovery from substance use by proving that recovery is achievable, and that all Sheffield residents have the potential to rebuild their life.

The purpose of the housing-related support is for Sheffield residents to access and maintain their own tenancies within Sheffield, and to live independently from problematic substance misuse and support services where possible.

Key outcomes
The key outcomes for supported housing provision are:

- enabling individuals to develop basic life skills, such as budgeting, debt management, cooking, cleaning, developing self sufficiency, self worth and confidence
- enabling individuals to develop coping skills, such as dealing with other people, dealing with risk situations, for example, realising trigger situations
- enabling individuals to use other support networks in the community. For example; peer-based support, mutual aid groups such as Narcotics Anonymous and Alcoholics Anonymous, local support groups, and other community services such as counselling support
- enabling individuals to build on social recovery capital within the community where they wish to resettle, such as volunteering opportunities, social events, engaging in education, training and employment
- developing relapse prevention techniques to use once they have their own tenancy beyond the service
- ultimately, enabling individuals to maintain their tenancy and moving on to independent living within the community whilst being engaged with employment, education or training.

The key outcomes for floating support provision are:

- to engage families and single adults in the service, as many of these clients do not have contact with mainstream treatment for various reasons
- to prevent evictions, loss of tenancy, or movement of tenancy if or when accommodation is not appropriate for the individual service user, for example if there has been domestic violence
- for individuals to engage with any safeguarding issues
- for individuals to access mainstream treatment for substance use if appropriate
- for individuals to address their substance use to have a positive impact on their tenancy
- to improve an individual’s issues with general health, environment, building self sufficiency, self worth, confidence, coping skills, debt, accessing appropriate benefits, cleaning and cooking skills and change in behaviour so as to not affect their tenancy
- for individuals to maintain their property themselves and with their family, if relevant, to a satisfactory standard where they feel they do not need the service anymore and can continue living independently
- for individuals to identify they need further support and access supported accommodation if appropriate
• for individuals who have been through supported accommodation to have ongoing support until living independently from substances and services with access to education, training and employment.

Service summary
In Sheffield, Phoenix Futures provides 16 beds in two supported housing settings to support people who have either given up or had trouble with maintaining their tenancies through problematic substance use, and who require accommodation with extra support with a view to independent living.

We also offer floating support to families and single adults that are at risk of losing their tenancy, are in interim accommodation or have been through services and have remained abstinent from substances but need support in their own tenancy to maintain the level of independent living they have achieved.

Resources
All supported housing provision is Supporting People funded with Housing Benefit element. The residents themselves have to pay a contribution to the weekly rent on each project.

Priory Road Project also has funding as they provide accommodation to a small minority of people that require care support from the residential service. Care managers pay for this ‘re-entry’ element as an additional component of a residential rehabilitation programme to support service users with a step-down service from the full residential programme.

Resources:
Priory Road – 10 bed accommodation
P/T Service Manager
P/T Team Manager
F/T Tenancy Support Worker
P/T Re-entry Worker

Glen Road – 6 bed accommodation
P/T Service Manager
P/T Team Manager
P/T Tenancy Support Worker

Floating support:
P/T Service Manager
P/T Team Manager
F/T Families Worker – Caseload 15
2 x F/T Single Adult Workers – Caseload 15

Service user involvement
Residents are involved in their own care by developing their own support plan and making decisions (informed by the workers as to what is available) on what and where they want their own support from within the local provision in Sheffield.
Within all services we use a compliments and complaints leaflet that is free of charge to post back to the service which service managers use as a feedback tool, should individuals wish to comment on any aspect of the service and delivery.

Also, service user satisfaction surveys are sent to every service user every quarter. The feedback is used in the delivery and development of services. For example, a user of the floating support service suggested that they would like an information pack on how to get back in touch with the service in the future should they need support again. This information is now issued at the start of engagement with the service.

Service users are also given the opportunity to sit on interview panels for staff members and this has proved a popular way for service users to be involved in the shaping of the team and the service. We do this by either using a group of service users to participate in a group that the interviewee has to facilitate, or the group of service users ask a series of agreed questions of the interviewee. We have also used a service user as a member of the interview panel. All service users are given training and support throughout the process.

We also have local, regional and national service user involvement forums. Locally, this involves the service users meeting regularly to discuss information and formulate plans of actions they wish to be involved in such as promotion of services at local events. They have recently purchased bikes so that service users from all Sheffield services can access a bike riding club. A member of the local forum attends the regional and national groups and feeds back information both ways.

Partnership working
We have been working within Sheffield since 1996 so we have developed and maintained strong partnership links with a variety of organisations. We have strong links with Sheffield Homes, our local housing provider for the city council. We have links with all Supporting People funded projects by attending the local Supporting People Forums and local Volunteer Housing Forums. We have developed links with statutory agencies such as South Yorkshire Probation Service and NHS Sheffield with local links to GP surgeries, dentists, and walk-in services. We also have a strong link to dedicated hepatitis services such as the treatment wing within Hallamshire Hospital which has a social worker attached to support people who are going through treatment.

We work in partnership with other housing agencies that also run long term supported housing projects for clients that come to us with multiple needs i.e. mental health issues. One example is The Greens which supports people for two years and beyond to gain skills in independent living by supporting them in their own flat in a block that is staffed 24/7. We also work in partnership with interim accommodation sites across the city and hostels to support people into housing-related support.
We have good working relationships with a number of volunteer projects that can offer placements to our residents. This includes Healthy Works Sheffield, promoting health to the general public of Sheffield and Voluntary Action Sheffield, which advertises all volunteer opportunities within the city. Recently, links have been made with Sheffield University to enable students to come and volunteer with the client groups to develop time specific projects they wish to conduct, to achieve an outcome for the students and the service users. One example of this that has been discussed is to work with students from the graphic design department to produce a Recovery Yearbook for the services.

Further information
Contact: Mike Smith on 0121 212 1122 or mike.smith@phoenix-futures.org.uk

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INWARD HOUSE PROJECTS, LANCASHIRE

Overall purpose
Inward House Projects Ltd is a registered charity providing recovery housing services within Lancashire. We aim to work with both active substance users and those in recovery from substance misuse in assisting them to maintain/ sustain safe, stable and secure accommodation. We provide accommodation and non-accommodation based services across the locality in the form of supported recovery housing and floating housing support services.

Key outcomes
We work to achieve outcomes as directed by the Supporting People Framework. We report against the Every Child Matters outcomes and also work to the Supporting People Quality Assessment Framework (QAF) which is a quality performance and audit tool used by the local Supporting People commissioners.

Service summary
Supported Recovery Housing Service – this is a residential service for individuals in recovery from substance misuse. The project is abstinence based and provides individuals with a safe environment to develop the skills necessary to live independently and manage a tenancy. A structured framework of support is available to the residents and the focus is on developing the individual with skills and experiences which enhance life chances in the community and improve opportunities to lead a pro-social lifestyle.

Floating Housing Support Service – this service works with individuals who are still experiencing problems with their addiction and are also struggling with maintaining their accommodation. The aim of this service is to work alongside them and prevent homelessness. Work includes assistance with debts, claiming welfare entitlements, accessing advocacy services, appealing eviction notices, and the list goes on.
**Resources**  
Services are commissioned by the Supporting People Framework for staffing and support only.

**Service user involvement**  
This area of work is particularly important as it is one of the six objectives within the Supporting People Quality Assessment Framework (QAF). Regular evidence is required to demonstrate effective service user involvement and can take many forms from in-house meetings to surveys, questionnaires, user-led activities, planned programmes of support, influencing policy and practice.

**Partnership working**  
We work in partnership with residential rehabilitation services, community treatment services, prisons, local authority housing departments, housing associations, Department for Work and Pensions, Jobcentre Plus, colleges, adult learning institutions, voluntary sector services, advocacy services, GP’s, community mental health teams etc.

In reality we work with any provision which assists the service user to achieve their potential.

**Further information**  
Contact: Ishtiaq Ali MBE on 01254 872761 or ishtiaq.ali@inwardhouse.co.uk
**ACTION FOR ALCOHOL PROJECT, DONCASTER**

**Case Study 1**

BH transferred to Action for Alcohol in November 2010. BH was originally referred by Doncaster Alcohol Services (DAS) to their accommodation project and, when BH transferred over to us, he had recently become abstinent from alcohol. He continued to be abstinent throughout his time with Action Housing. BH received support and advice in managing his finances and he successfully achieved this outcome. He also required support to access work-life activities and Action supported him to attend various day groups at DAS. This led to a volunteering role with DAS, helping to promote their services, and supporting and encouraging their clients through their recovery process.

BH was also supported to attend Rowan Earth to do several courses with them which were co-funded via Rowan Earth and Action Housing.

BH was then supported to find move-on accommodation in the private rented sector and received floating support to help him set up his new tenancy, including arranging utilities and various benefits. After about four months BH was managing independently and therefore we discussed and planned his departure from our floating support service. He remains abstinent from alcohol and is managing his tenancy independently.

Further information
Contact: Action for Alcohol Project on 01302 365244 or info@actionhousinguk.org

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**FAMILY INTERVENTION PROJECT, LONDON BOROUGH OF TOWER HAMLETS**

**Overall purpose**

Tower Hamlets Family Intervention Project (FIP) works with housing associations to support families with high-risk complicated needs. The team offers a unique skills set to compliment existing housing management services and proactively support residents at risk of eviction.

In 2009 the team won a Guardian Public Service award for their partnership work with East London housing association Poplar HARCA, one of the first registered social landlords to formally contract their service. The partnership has successfully demonstrated how the service can support those at risk and save money in the process.

The FIP model is based on a holistic ‘whole family approach’, which covers the needs of every family member and provides an assertive, tenacious community outreach service.
Key outcomes
The service aims to support all members of the family so they can get their lives back on track. It works by:
- identifying addiction and substance misuse and the effects on all family members
- addressing anti-social behaviour problems
- developing meaningful relations between family members
- targeting children at risk of exclusion, improving educational attainment and personal development
- helping people into further education, training and or work
- preventing eviction and homelessness
- saving money for the local authority, partner housing association and in the long term the tax payer.

Since the service was launched in 2007, it has helped hundreds of family members, predominately women and children. The majority of clients referred to FIP have addiction issues.

Service summary
A FIP worker builds a relationship with a client and a contract is drawn up which identifies sanctions and rewards. Through this the client is offered a broad range of services which aim to empower them to take ownership and get their lives back under control.

These include:
- one–to-one non judgmental support from a dedicated trained FIP key worker
- family parenting courses (including one tailored to the needs of families who have experienced drug misuse)
- sign posting and support into community drugs services and rehabilitation
- family therapy and cognitive behavioural therapy
- welfare benefit support and debt management
- budgeting and financial planning
- support in returning to education, volunteering and employment
- individual parenting guidance in the family home
- practical DIY and cleaning assistance
- Common Assessment Framework (CAF) assessment to identify family priorities, inform the FIP contracts and provide a review structure.
- direct child-focused work.

Staffing and funding
12 FIP staff are based in Whitechapel, Tower Hamlets alongside the borough’s Parent Advice Centre and the Citizen’s Advice Bureau and staff are also co-located in the offices of the housing associations they serve. All partners have found co-location has helped in sharing intelligence and joint working that benefits their clients.
Funding
FIP is a self-funded contracted service. Through the creation of the cost saving model, social landlords can demonstrate how they can save money through employing the skills of the FIP team. The cost for a FIP worker to support a vulnerable family is £14,000 per annum whereas the potential cost of targeted and specialist services to support a vulnerable family at risk is £250,000 per annum.

Service user involvement
The service users of FIP have a strong success rate in turning their lives around. To date no family has been evicted from their home since they have received support through FIP. The involvement of the service user from the outset is the key to the success of the project. Ongoing feedback is received from families through the project’s assessment tool and a number of family members contribute to the service in a volunteering/mentoring capacity.

Partnership working
In 2008, residents of East London Housing association Poplar HARCA chose to fund and partner with Tower Hamlets FIP. Since then the partnership has:
- helped 536 family members, in one of the most deprived areas of the UK, get their lives back on track
- developed a multi faceted service for a core and controversial customer group who were previously neglected
- created a cost saving business tool.

Further information
Contact Nikki Bradley on 0207 364 4082 or fip@towerhamlets.gov.uk or email Kineara kineara.info@gmail.com which is a new social enterprise that offers nationwide consultancy advice on Tower Hamlets Family Intervention Service

Note: The CAF is a shared assessment tool for use across all services for children and all local areas in England. It aims to help early identification of children with additional needs and promote co-ordinated service provision. The CAF is undertaken with the consent and full participation of the child and their family.
Aims

A supported sober/drug-free living accommodation preparation workbook is being introduced across the Derbyshire Drug and Alcohol Action Team (DAAT) area, and further across East Midlands region, to standardise preparation for all service users within the area, and as a tool for workers.

The aim is to develop a better referral pathway that ensures service users are prepared prior to admission to housing and tenancy-supported accommodation which will contribute to them being able to manage and maintain their own accommodation or supported accommodation.

Target client group

Service users who wish to continue on their recovery journey and live substance-free lives in the community; who are engaged with treatment services and all other relevant services as necessary, who wish to remain sober/drug free and who are ready to reintegrate into local communities through access to education, training and employment. They are ready to move-on in a planned way to more independent living.

The need for the resource

Derbyshire has a number of supported accommodation units for people with drug and alcohol problems. The referral process and preparation work pilot is demonstrating that clients need to answer the questions contained within the workbook resource to ensure they are properly prepared for this type of accommodation and re-integration into the community. The viability of using the workbook to bridge the gap as a pre-tenancy support tool is also being explored.

Work with local partners

Derbyshire are working with local authority Supporting People, Action Housing Association and Support and South Yorkshire Housing Association to develop a joint assessment process utilising the resource pack.

How outcomes could be achieved

By using the outcomes framework contained within the resource pack, service users are being supported to:

- achieve economic wellbeing
- participate in education, training leisure/cultural/faith and/or informal learning activities
- be healthy and better manage their physical, mental health and substance misuse issues
- maintain their accommodation and avoid eviction
• secure/obtain settled accommodation
• make a positive contribution by developing their confidence and ability to have greater choice, control and involvement.

Further information
Contact: Mick Burrows on 01629 538227 or mick.burrows@derbyshire.gov.uk

SHP’S FLOATING SUPPORT SERVICE, LONDON BOROUGH OF NEWHAM

Overall purpose
The key objective for this service is to enable offenders with substance misuse issues to secure and remain in accommodation and reintegrate into the local community. SHP’s service aims to:
• provide tailored support to each client to maximise their chances of integration into the community and minimise their chances of offending
• address the housing support needs of offenders with substance misuse issues
• encourage offenders to uphold conditions associated with their licence/order
• to address and reduce anti-social behaviour
• participate in/encourage inter-agency working
• provide support in a flexible manner which takes into account clients’ racial and cultural backgrounds, respecting individual dignity and privacy; for up to two years
• build clients’ confidence and self esteem and encourage independence
• support clients to develop skills, access education, employment and training and other meaningful activities
• assist in accessing welfare benefits entitlements, including housing benefit.

Key outcomes
April 2011/April 2012: 110 Service Users (including Open Access and Full Casework)
• maintain, prevent eviction or source accommodation: 95.4%
• maintain or engage with substance misuse treatment and/or comply with Criminal Justice Orders: 97%
• maximise income: 69.3 % (all service users complete a ‘benefits check up’ with support worker)
• engage in education, training or employment and/or positive activities: 86.4%.

Service summary
SHP’s service is for offenders with support needs relating to substance misuse (drugs and alcohol) who are:
• aged 18 and above and are Newham residents either living in the community (in any tenure including of no fixed abode) or in custody.
Resources
- staffing - two members of staff, supporting 32 clients
- funding – LB Newham and Supporting People.

Service user involvement
Service users are able to participate in a wide range of activities from SHPs Opportunity Programme including gardening, arts, film, drama, peer review, and SHP’s Participation Reference Group, which is a forum for influencing SHP’s policy and service development.

Partnership working
SHP runs ‘open access’ advice sessions at two treatment agencies and, where necessary, service users are engaged in full casework support. We have excellent relationships, with agencies within the borough and a large number of our referrals come from the local probation office. We are currently setting up surgeries to run directly from the Probation Office. In addition we attend partnership team meetings, to deliver presentations regarding the services we offer and deliver.

Further information
Contact: Jamie Mills on 020 7520 8660 or jmills@shp.org.uk

HOUSING AND SUPPORT SERVICES CASE STUDIES, ROTHERHAM

Male 28 was sacked from his job for stealing (which was linked to his drug addiction). As a result, his father kicked him out of his house.

He was given a Drug Rehabilitation Requirement at court and advised to attend the ‘support drop in’ session at Rotherham Drug Services (Clearways), which he did in June 2011.

At this stage he was unable to secure council housing because of outstanding rent arrears. He was placed into Action Housing supported accommodation in July 2011.

Since then, the client has paid off all outstanding rent arrears and is now actively viewing properties as a result of being on the priority housing list. He has been discharged from treatment services drugfree and has been in full-time employment for the past four months.

Once he has gained accommodation, he will continue to be supported by housing support officers for up to two years.

Further information
Contact: Malcolm Chiddey on 01709 255857 or malcolm.chiddey@rotherham.nhs.uk