THE ROLE OF HOUSING IN DRUGS RECOVERY

Section 3: Move on case studies

September 2012
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HOUSING LINK WORKER FIRM FOUNDATIONS ACTIVITY, CALDERDALE

Between April and December 2011, Calderdale Council’s Housing Link Worker dealt with 72 clients of Calderdale Substance Misuse Services (SMS). As well as seeing clients on a one to one basis, he also provides a wide range of information and assistance to Calderdale SMS workers to enable them to assist their clients with a housing problem that is affecting their ability to sustain treatment or recovery. He also liaises with Pennine Housing and other housing associations to resolve problems that SMS clients are experiencing with their tenancies. As a Council employee, he has access to various IT systems so Housing Benefit problems, rent arrears and difficulties with KeyChoice (the local choice based lettings scheme) can be resolved without the need to refer to another agency.

The funding of £10,000 provided by Calderdale Joint Commissioning Group to pay for bonds has enabled 20 SMS clients to move into privately rented accommodation and there is sufficient funding to pay for a further three bonds in 2011/12. Of these, nine are Drug Intervention Project (DIP) clients, one is on a Drug Rehabilitation Requirement and 10 are clients of SMS. Of the 20 tenancies facilitated, 17 are still in existence at the time of writing. Calderdale Council funds a Landlord Liaison Officer two days a week to secure tenancies and negotiate with landlords on behalf of the clients.

Without the assistance of the link worker, the Landlord Liaison Officer and the funding to pay for bonds, many SMS clients would find it very difficult to obtain settled and secure housing. In the past, many of the people we have assisted have been unable to obtain a tenancy because of previous rent arrears, anti-social behaviour and the fact they may have been involved with dealing drugs in the past. The same clients would also find it difficult to obtain privately rented accommodation without the intervention of the Landlord Liaison Officer as many landlords are loathe to take clients in receipt of Housing Benefit let alone those with any sort of substance misuse problem.

Firm Foundation Scheme case studies

JE
JE was a DIP client, also misusing alcohol, who was assisted by the Firm Foundations (FF) scheme to obtain a private rented flat in May 2010. He has conducted his tenancy well, kept his DIP appointments and has been clean of drugs for 12 months. He is now surrendering his tenancy to enter a 12 month rehab for his alcohol misuse.

ST
ST is an SMS client (alcohol) with a young son who was being threatened by a former partner and needed to move quickly. She was assisted to obtain a private rented property and since her move is engaging well with SMS and doing well.
AD
AD is a DIP client under the age of 25 who was also misusing alcohol. He was nearing the end of a prison sentence on referral to the FF scheme. Hostels and housing associations would not consider him because of his past behaviour. AD was assisted by the FF scheme to obtain a private rented bedsit on his release in August 2011, which he still occupies. AD is attending his appointments at the DIP and was assisted by his FF support worker to claim Disability Living Allowance on the grounds of his mental health.

DJ
DJ was an SMS (drugs) client who was assisted to find a private rented flat as, although he had always lived at home, relationships with his mother had become very strained and he had been asked to leave. DJ has kept his SMS appointments and maintained his tenancy well. He is now applying for jobs. DJ needed to move to his own flat quickly which he would not have been able to do if he had had to apply for social housing.

SB
SB was a DIP client who could be very chaotic and was a class A drug user for many years. SB was suspended from KeyChoice and therefore could not obtain social housing. He was assisted to obtain a private rented flat. Since then he has become clean of drugs and started a college course. He has maintained his tenancy well and is paying his bills regularly. SB is now moving to live nearer to his father with whom he has got a job.

Further information
Contact: Gillian West on 01422 392455 or gillian.west@calderdale.gov.uk

GENESIS HOUSING ASSOCIATION INTEGRATED OFFENDER MANAGEMENT SCHEME (IOMS), SUFFOLK

Overall purpose
To provide accommodation and support to prolific offenders with a class A drug habit.

Key Outcomes
Reduce offending and reduce drug use.

Service Summary
A prolific burglar with a history of heroin use, David* has been on the scheme since March 2010. Now 38 years old, this is the longest period he has spent out of prison since the age of 18. David's heroin addiction saw him spending up to £500 a day, a habit he supported through crime.

Following an assessment in prison, David was provided accommodation by Genesis Housing Association, and made a commitment to change his lifestyle. With guidance from Genesis' Offender Outreach Team he got involved with community activities, undertaking voluntary work in the Genesis Community Cafe. David has flourished in his voluntary placement, successfully taking on management responsibility for two weeks during the summer period.
David also took part in the Persistent Prolific Offender decorating scheme launched by Genesis in 2010. This involved decorating Genesis properties and other local properties including Church buildings. Voluntary schemes such as these are designed to provide meaningful occupations for service users; through their involvement service users gain new skills, and develop confidence and self-esteem in a meaningful role.

David has re-engaged with education at a local college, and is completing short courses in Introduction to Plumbing, that will add to his skillset and help to improve his CV and employment prospects for the future. Now with a sense of self-worth and ambition, David and Genesis staff are confident he will attain his goal of full time employment.

In collaboration with Genesis staff a support plan was developed with David's needs in mind. He secured a flat from a registered provider through the Choice Based Lettings (CBL) scheme, and has been successful in moving on to live independently for the last four months with support from his Genesis Offender Outreach Worker.

David has stopped using illegal drugs and is down to 10 ml of Subutex a day, with a view to further reduction. His offending has stopped completely as he now has no need to fund his previous life style.

Resources
Funding via Criminal Justice, Suffolk Drug and Alcohol Action Team (DAAT), and Housing Benefit.

Service User Involvement
In addition to re-engaging in education and undertaking voluntary activity, David has participated in a number of activities such as paintballing. The social impact of these sessions has proved to be a major positive effect for David and other residents, whose confidence has grown and has given them a taste of social inclusion and interaction. Currently in the first stage of planning, David will be taking part in a three day long distance sponsored walk along the Peddar's Way.

Partnership Working
Integrated Offender Management Programme partners include:
- Probation service
- Police
- DAAT services
- local authority
- local churches
- community groups
- Genesis Community (activities eg cafe, gardening, painting and decorating).

Further information
Contact: Susie Mills on 01284 732 554 or susie.mills@genesisha.org.uk
FREEDOM RECOVERY PROJECT, SANDWELL

Overall purpose
Freedom Recovery Project assists people in recovery in Sandwell to maintain abstinence and achieve their full potential. Summit House Support facilitates the community-based recovery side (case studies below are from this part of the project) and Changes UK facilitates a recovery house in Smethwick that can house three or four men who have been clean for one month or more.

Key outcomes
- freedom from dependence on drugs or alcohol
- prevention of drug-related deaths and blood-borne viruses
- a reduction in crime and re-offending
- sustained employment
- the ability to access and sustain suitable accommodation
- improvement in mental and physical health and wellbeing
- improved relationships with family members, partners and friends
- the capacity to be an effective and caring parent.

Service summary (community support)
We are a community-based outreach support programme offering holistic support to Sandwell residents in recovery. We provide a very welcoming and respectful service which includes group work, one to one and referrals/signposting, and deals with benefits, housing, or any other practical issues. We provide a number of interventions including:
- women’s only group
- recovery group
- mixed group (for people who are still using but wish to reduce supported by people in recovery)
- chess club
- creative writing group
- Alcoholics Anonymous
- Narcotics Anonymous
- SMART Recovery programme
- pool
- Wii
- art group
- volunteering programme
- sexual health support.

Further services and initiatives are being developed by the service users and some are facilitated by them. We also run a peer mentor support programme and have access to work/employment support. People in recovery are actively encouraged to become part of our volunteering programme. We have links with Fircroft Adult Learning who offer residential accredited short courses in many subjects.
Resources
- 1.5 members of staff
- 4 volunteers
- management support.

Funding (amount and funding source)
Funding for the Freedom Recovery Project comes jointly via the DAAT and Sandwell Metropolitan Borough Council. The total amount of funding agreed for 2012/13 is £80,000.

The funding is split between the two charities, with Changes UK receiving £22,000 for the housing related support and Summit House receiving the remainder to provide community-based wrap around support.

Service user involvement
There is a very strong ethos of service user involvement. We aim to facilitate and empower a strong recovery community that is self-supporting. Volunteers are in recovery and encouraged to apply for posts. Service users are involved and a forum is being set up. Freedom staff are Recovery Champions and SMART facilitators and under the SMART partnership agreement are able to train service users as SMART facilitators. In 2012/13 staff will train service users in a level two peer mentoring diploma.

Currently we have 50 service users registered with the service, with 30 using the service on a regular basis (weekly) and the rest dropping in when they need support. The group is split between alcohol referrals and substance users.

Referrals
Swanswell (drug and alcohol recovery charity), GPs, self-referral.

Partnership working
The project is partnership of two charities, Summit House Support and Changes UK. The community recovery support group works with local colleges, benefits team and housing, has links with local training providers in the area, and is currently developing links with MIND and Women’s Aid to develop an idea for a Community Interest Company joint recovery resource. We work closely with local housing providers Sandwell Homes and Sandwell Metropolitan Borough Council and have developed excellent links with officers in the housing team.

Case study one
GD was referred to the Freedom Project for Community support in early December 2011 by the Community Alcohol team based at Edward Street Hospital.

GD had been Alcohol dependent for the last 15-20 years with three or four periods of abstinence ranging from 1 month to a year. He was drinking around 20-30 units daily at the time he was referred but had a deep desire to stop drinking so the referral was accepted.
We did a lot of work around GD’s behavioural patterns and negative thought processes using International Treatment Effectiveness Project (ITEP) maps and a cognitive behavioural therapy (CBT) approach. GD’s main areas of support identified in his recovery plan were substance misuse (alcohol), social isolation and employment/training. GD was sign posted to self-help groups in the area which he attended and found useful. He also began attending the Recovery Group at Freedom project as well as one to one weekly sessions. He has been abstinent from alcohol since mid-January 2012. GD was then supported to apply for voluntary placements with various charities. He was offered a voluntary place with two different charities but chose MIND as there was the opportunity for paid employment after completion of his volunteer placement. GD has also offered to help run the SMART recovery meetings at the Freedom project and has been accepted to be trained up as a SMART facilitator under the Freedom projects SMART recovery champion partnership agreement.

GD recently identified that he would like to move to avoid his former drinking partners, so he has been referred by the Freedom project to the Housing Strategy Team who have assessed him and are currently supporting him to move to be closer to his family.

Case study two
DP moved into Freedom House in May 2011. Prior to a six month residential rehabilitation detox at Western Counselling and a three month stay in an aftercare dry house DP had been an intravenous heroin and amphetamine user for around 10 years. His injecting related health had become so poor that DP had no veins left and on a few occasions had injected into his eye area causing serious damage.

DP began accessing community support from the Freedom Project in September 2011. DP was supported to gain stable accommodation with Sandwell Homes close to his mother who is his main support. He was supported to apply for and appeal a decision for a Community Care Grant and was eventually awarded £780. Whilst the decision was appealed we contacted Loaves and Fishes on DP’s behalf who for a £25 donation delivered some essential second hand furniture and appliances.

DP’s mother has also been supported by the Freedom Project. She is living in private rented accommodation and her local housing allowance had been cut when DP went into treatment leaving her with a monthly shortfall. This had left her with a high level of rent arrears which were increasing month by month. We supported her to apply for discretionary housing payments from Sandwell Council to cover the shortfall in her local housing allowance. The discretionary housing payments were granted to cover the full shortfall to be reviewed in four months’ time. This means that she has been able to start making repayments against her rent arrears with a view to gaining council accommodation once the arrears are paid off.

DP has now been free from illicit substances for 18 months, apart from one lapse where he used heroin once. Due to his commitment to recovery DP is now a volunteer with the Freedom Project. He has also given inspirational talks at the Compass project to service users who are on Drug Rehabilitation Requirement orders. He has also put his name forward to be the service user representative for the new Sandwell shared care consortium
to offer his experiences of shared care prescribing and help to develop the shared care treatment model in Sandwell. DP has now moved off Employment and Support Allowance and is actively looking for work.

Further information
Contact: Tom Hayden on 07966 307953 or tom@summithousesupport.co.uk

SUBSTANCE MISUSE RENT DEPOSIT SCHEME (SMuRDs), LONDON BOROUGH OF ENFIELD

Outline
- scheme for substance misusers to access accommodation in the private rented sector e.g. one-bed properties including single bedsit accommodation, mandatory requirement to be in treatment and must work with floating support services
- partnership between LB Enfield Housing Homefinder Scheme, Drug and Alcohol Action Team (DAAT) and Enfield Floating Support Services
- commenced 2009
- a one-off incentive payment and damages deposit equivalent to one months rent, currently £1500 in Enfield, is paid to a letting agent who is prepared to let a property to a client accepted under the scheme in return for a 12 month fixed term tenancy
- deposits are reinvested back into SMuRDs if a client moves or leaves the scheme.

Achievements
- 54 clients housed in Enfield since 2009
- a cross section of drug, alcohol and criminal justice clients
- the most successful Homefinder Scheme for LB Enfield Housing
- client group has been the least problematic and has retained long term tenancies
- multi-partnership approach which includes Housing Team, DAAT, Enfield Floating Support Services, Enfield Drug & Alcohol Services and Integrated Offender Management (IOM) Team.

Current SMuRDs under 35
- 10 clients currently affected under the new legislation
- LB Enfield Homefinder Scheme and Housing Benefit lead have ensured that these clients are retained on the scheme at a minimum up to March 2013. For some clients this extends to September 2013 through access to discretionary housing fund (DHF)
- Enfield clients who are under 35 years of age housed with a registered provider will be exempt from this legislation
- further exemptions apply to clients who have spent at least three months in a homeless hostel or in a hostel specialising in rehabilitating and resettling within the community
- clients receiving the higher level care component of Disability Living Allowance will also be exempt in respect of the Shared Housing Allowance.
Impact of new legislation

- new clients accessing SMuRDs who are under 35 years of age will not be eligible under this new guidance – this is with immediate effect from December 2011
- single shared accommodation is in limited supply within the borough and legislation will impact on all under 35s
- no real evidence base on the quality of shared accommodation available for under 35 years of age housed in Enfield.

Further information
Contact: Fulya Yahioglu on 020 8379 4030 or fulya.yahioglu@enfield.gov.uk

HOMELESS LINK PROJECT, LONDON

Overall purpose
Between 2009 and 2011 Homeless Link worked on a project to reduce evictions and abandonment from supported accommodation. This was primarily focused on preventing people from returning to rough sleeping within London, and therefore involved finding solutions for people who had histories of going in and out of services in unplanned ways. This included those who required support with issues such as substance use and mental health.

To complement this work we also identified common barriers to people being able to access services in the first place, and examples of how these barriers could be overcome. These barriers focussed on issues which services perceive as too high a risk to manage, such as previous arson and schedule one convictions, and those whose support needs are too high or complex. In addition, we supported the development of a resource for supported accommodation providers in identifying an appropriate approach to managing drug use by those in their accommodation.

Key outcomes
Services and local authority areas that we worked with saw reductions of up to two-thirds in the numbers of people leaving their accommodation in an unplanned way. Throughout the period of the project, the percentage of people recorded as returning to rough sleeping in London (from CHAIN) reduced from 35% to 22%.

Service summary
Through the project we conducted extensive research into causes and levels of, and solutions to reducing eviction and abandonment. We then worked with five pilot projects, three of which were supported accommodation services and two were local authorities, to trial solutions and identify further learning. This was then disseminated widely.

Further information
Visit: www.homeless.org.uk/region-london
HOW JOINED-UP SERVICES REDUCED EVICTIONS AND ABANDONMENT, CASE STUDY, LONDON BOROUGH OF LAMBETH

In 2010/11, LB Lambeth co-ordinated a pilot project to reduce evictions and abandonment that included all those providers offering accommodation services to rough sleepers, both first stage and semi-independent, in the borough. In order to fully understand the causes, a process of active reporting, policy review, and multi-agency meetings was introduced for all providers for six months. The pilot was overseen by a partnership group consisting of representatives from Homeless Link, LB Lambeth, and representatives of the service providers.

Service managers were involved to share ideas and develop a protocol that would help to build on existing good practice within Lambeth and elsewhere and to develop a consistent standard of response to preventing evictions and abandonment within the borough. It was really important that the content of this came from the hostel managers and staff themselves in order to reflect the expertise held by this group.

The protocol was drafted and implemented by October 2010, and reviewed in January 2011. It contains guidance through four stages: identifying people at risk of eviction or abandonment early; discussing and deciding on appropriate action that will work for the individual circumstances; carrying out the agreed action; and systematically reviewing causes of eviction and abandonment within services. There is also guidance on appeals, and what to do in the event that an eviction or abandonment is unavoidable. The protocol itself includes template documents around discussion and issuing sanctions; and a wall-chart giving clear direction for staff.

As a result of the project, unplanned moves reduced across the rough sleeping provision by 31%, including a 65% reduction in evictions compared to the same period last year. In addition, planned moves increased by 31%, taking the positive move-on rate across the rough sleeping provision within Lambeth to 81%.

Resources
No additional financial resources were provided to the LB Lambeth or the providers of services in order to achieve the outcome. The only extra resource provided was the support of Homeless Link. To make the pilot successful the LB Lambeth had to see the work as a priority and dedicate some staff time to reviewing the active reporting and facilitating meetings of service providers.

Service user involvement
To ensure that service user views were included, they were consulted at the outset. Following the reduction, the partnership group recognised that a small group of people continued to move in and out of services. The Personalisation Worker at LB Lambeth was tasked with doing some focussed work with them to understand their individual issues and identify appropriate solutions.
Partnership working
The whole approach was reliant on partners coming together to identify the most effective ways of working with individuals who have historically been difficult to maintain in accommodation.

Further information
Contact: Joanne Thomas on 020 7840 4430 or joanne.thomas@homelesslink.org.uk

For more details of good practice and resources to help reduce unplanned moves, visit www.homeless.org.uk/evictions-project

For information on removing barriers to accessing services, visit www.homeless.org.uk/effective-action/barriers

For information in relation to management of drug use in homelessness services, visit www.homeless.org.uk/evictions-abandonment-toolkit-behaviour-criteria

BAC O’CONNOR CENTRES, STAFFORDSHIRE

Service summary
The BAC O’Connor Centres provide an abstinence-based, residential community rehabilitation programme in Staffordshire. We provide detoxification, residential or day rehabilitation, resettlement programme, semi-independent living flats and a floating support service to individuals from Staffordshire who have drug and/or alcohol dependency. We have 66 beds across Staffordshire, 8 for detoxification, 24 residential beds in Burton and 22 beds in Newcastle-under-Lyme and 12 semi-independent living flats in Burton on Trent.

One of the key elements of our service is re-integration into society including access to sustainable housing and independent living skills following completion of our intensive rehabilitation programme. Having stable accommodation is vital to ensure ongoing recovery as this also enables individuals to enter employment. In Burton on Trent, we have established a strong working relationship with our local housing association Trent & Dove Housing which has owned and managed more than 5000 homes since it took on East Staffordshire Council’s housing stock after a transfer in 2001. Since this date Trent & Dove have worked in partnership with the BAC O’Connor Centres to ensure that those completing rehabilitation have access to appropriate housing where this is identified as a need.

Overall purpose
The overall purpose of the work undertaken with Trent & Dove is to ensure that those who require housing have their housing applications assessed in a timely manner. Trent & Dove reviewed its allocations system in order to move BAC O’Connor’s clients into housing quickly, at the point they are identified as being ready to move. Historically, service users completing the BAC O’Connor Centre programme were kept in priority bands two or three meaning there were substantial waits for re-housing individuals creating a bottle neck
within the rehabilitation programme. In order to make those leaving BAC O’Connor a high priority they needed to be in band one. Trent & Dove made it possible for them to go straight through to the highest priority band one when they are deemed ‘ready to move in to independent living’. The partnership relies heavily on both organisations working together with the service users, and Trent & Dove housing have an independent living team who visit service users at the start of their rehabilitation journey and visit on a regular basis throughout their rehabilitation programme to monitor their progress towards independent living. They interview the clients to find out more about their personal circumstances, which enables them to start finding appropriate housing in a suitable area away from any dangerous situations. During the final weeks of an individual’s rehabilitation programme they are assessed as to whether they are ready to live independently. If it is identified that they are ready BAC O’Connor liaise with Trent & Dove and this ensures that they are placed in band one and can start to bid on suitable properties and individuals can be housed within a matter of weeks. For those not ready for independent living they move into the semi-independent flats at BAC O’Connor to work on the skills required to live independently.

Once re-housed, BAC O’Connor provide floating support to ensure that the service users receive ongoing support with managing their tenancy and have structures in place to support their ongoing recovery. This starts with a weekly visit and then reduces as the service users gain their independence and are able to manage the tenancy on their own. BAC O’Connor also provides a two year aftercare programme that individuals can access at the centre should they need ongoing support.

Key outcomes
Between 2002 and 2011 Trent & Dove had offered clients from BAC O’Connor Centres:

- 121 new tenancies
- 7 resulted in eviction/abandonment
- 14 terminated their tenancy
- 20 individuals were nominations to other housing associations
- 18 have successfully moved on to other tenancies types
- 53 remain Trent & Dove tenants.

Resources/staffing
The BAC O’Connor Centres have three members of staff dedicated to the resettlement team in Burton who work with individuals to prepare them for re-integration into the community following successful completion of the therapy programme. This team run a four week rolling programme and work with people on areas such as obtaining and setting up a home, managing a tenancy, budgeting and managing finances, independent living skills, preparation for work, compiling CV’s, sourcing education, volunteer work placements and opportunities, and working in the BAC O’Connor Centre’s Social Enterprise Langan’s Tea Rooms which provides training and employment opportunities for service users who have completed the programme. The team work with all service users who enter the BAC O’Connor Centres, not just those being re-housed with Trent & Dove Housing. Trent & Dove Housing have six members of staff including the manager who works within the independent living team. One member of staff is dedicated to the project with BAC O’Connor Centre service users.
Service user involvement and partnership working
The BAC O’Connor Centres involve service users at all levels in relation to service delivery. There is a dedicated service user forum called RIOT (Recovery Is Out There) who work across all drug and alcohol services within Staffordshire. They are dedicated Recovery Champions who set up the group to inspire others in treatment to show that abstinence is achievable and possible and they act as advocates and mentors to those in the treatment system in Staffordshire. In addition, RIOT are currently setting up a radio station which is being supported by Trent & Dove Housing as their community interest project and have committed to renovating the room from which the radio station will broadcast.

Further information
Contact: enquiries@bacandoconnor.co.uk

MIDLAND HEART HOMELESS SERVICES FLOATING SUPPORT, SOLIHULL

M began to access our floating support service in September 2010 after he was referred to us by Welcome Centre. M had a long history of substance misuse which had contributed to his chaotic lifestyle and he was on 40mls of methadone daily. We supported M to review his housing options and helped him to make a Home Options application with Solihull Community Housing. M received a low band due to no priority. We supported M to complete a medical assessment questionnaire and provided various supporting letters from his GP and Drug Worker in February 2011. This helped to increase M’s banding from E to B which in turn increased his likelihood of gaining a tenancy sooner. During this time, M continued to work with our service and his drug worker at the local Community Drug Team (CDT) on a regular basis and started to reduce his methadone script on a fortnightly basis.

M’s change in behaviour lead to him re-building relationships with his family, and especially his mother. M made regular bids for properties and was eventually offered a one bed flat in North Solihull in April 2011. We supported M to apply for relevant benefits to assist with setting up home and worked with him around tenancy support and returning to independent living.

M has now redecorated his flat and purchased all furniture and white goods needed and settled in very well. M is also in a settled relationship for the first time. He is still under CDT on a voluntary basis and is continuing his reduction plan which is now 15mls per day with a view to completing mini home de-tox. M feels empowered that he can now move forwards in his life with confidence.

What has been the short term value of this service?
M’s previous history suggests that had he remained outside of this service he would definitely have experienced further use of drugs throughout the period. He would have certainly experienced homelessness with an estimated average of around 13 weeks of rough sleeping, 63 weeks of temporary accommodation.
The estimated cost of these incidents would have been around £8000 during this period. The prevention service delivered represents a saving to public funding of around £3,500 with more to be added for the longer term.

Further information
Contact: 0870 60 70 300

SHP AFTERCARE AND SOCIAL INCLUSION SERVICE, LONDON BOROUGH OF CAMDEN

Overall purpose
In 2009, LB Camden’s Supporting People Programme, Drug and Alcohol Action Partnership and Drug Intervention Programme commissioned SHP to support clients to access employment, training, education or volunteering in order to sustain independent living outside of the borough’s accommodation pathway and/or promote recovery from substance misuse. In 2012, the scope of the service was expanded to include the delivery of the Drug Rehabilitation Requirement to clients sentenced to this Community Order and the delivery of a tier three drug treatment programme.

The service has a number of key objectives:
- to enable clients to achieve and sustain their chosen educational, employment and other pro-social goals
- to support the development and delivery of peer support and networks
- to assess individuals’ work related and training support needs
- to facilitate appropriate volunteering opportunities
- to liaise with employers to promote and raise expectations around the employment of the service’s clients
- to respond to individual’s stage in the recovery process
- to deliver the Drug Rehabilitation Requirement to Camden clients who are sentenced to this by the Courts.

Key outcomes
In 2011/12, the service:
- supported 658 clients
- successfully delivered the SHP Fuchsia 4 week structured day programme to 377 clients
- supported 299 clients to access a work placement or enter employment
- supported 116 clients to complete their drug treatment programme whilst engaged with the service
- supported 246 clients to commence full time education
- supported 85 clients in to volunteering opportunities.
Service summary
People within the Camden accommodation pathway and/or are resident in Camden (aged 18 and above) and have issues in relation to substance misuse (drugs or alcohol) are eligible to access the service.

Referrals can be made by a wide range of agencies and organisations including self referral by the client.

Resources
- staffing – 14 staff
- funding – LB Camden and NHS Camden.

Service user involvement
Clients are encouraged to become involved in the delivery and development of the service. At any one time the service has 30 Recovery Champions (clients who were formally in substance treatment) who act as mentors to clients who are engaged in substance treatment. Clients also volunteer within the service to carry out telephone surveys, arrange events (both recreational and vocational), deliver aspects of the SHP Fuchsia Day Programme in addition to feeding into service development in client focus groups.

Clients are also encouraged to participate in a range of activities from SHP’s Opportunity Programme including SHP’s Participation Reference Group – a forum for influencing SHP policy and service development.

Partnership working
The service works with all accommodation pathway providers in Camden, operating satellite services from some. Satellite services are also run from CRi (Crime Reduction Initiatives) and relevant Camden and Islington NHS Foundation Trust’s services, including prescribing services. Additional partnership working is undertaken with colleges and other education and training providers, London Probation Trust, employers and voluntary organisations.

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


SHP’s modular day programme, Fushsia, is a four-week course designed to be flexible according to the confidence of the clients. While it addresses individual issues and employment needs clients learn to support each other and those who complete Fushsia are trained to mentor clients on the next course.
ACTION FOR ALCOHOL PROJECT, DONCASTER

LP transferred to our floating support service in November 2010. She was previously supported by Doncaster Alcohol Services in the Accommodation Support Project, formally known as Fulwood. LP received support in money management and maintaining her new housing association tenancy and, when she left our service, LP was still abstinent from alcohol. In March 2011, LP successfully completed the programme of support and is now managing independently.

LP contacted us in May 2011, shortly after leaving the service, to see if she could do some volunteering for our organisation. A meeting was held with LP, her previous support worker and the Locality Manager to see which volunteering opportunities in our organisation best fitted with LP’s interests.

LP has now been volunteering with us since July 2011. She has remained abstinent from alcohol and is carrying out administrative tasks and completing needs assessments for potential clients that have been referred to our service. She has been shadowing support workers and often attends client reviews with the support staff and is learning the roles of both the support worker and admin worker duties.

LP attended a recent Supporting People Providers Forum with the Locality Manager and helped to promote the services that Action Housing and Support offer in the Doncaster area. LP thoroughly enjoyed this process and said it was nice to give back and inform people of her journey through the services and how this has helped her to get where she is today.

LP is currently in the process of enrolling on a NCFE accredited level 1 course in business administration which she can do in the workplace. She is also very keen to continue with other training courses to increase her knowledge and employability skills to hopefully obtain paid work later on when she feels she is ready for part or full time employment. LP appreciates the volunteering role she has been given by Action Housing and feels this is helping her with her recovery and believes she is giving back a positive contribution back to society.

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

CONN3CT, CALDERDALE

Client B was one of the first be referred to the conn3ct service. He had just completed a detox in Bradford and wanted to resettle in Calderdale to be near his family. His plan was to stay with his daughter until he was able to secure his own tenancy. Due to his historical attempts at clean time/stability there were issues with trust and he did not get on with his daughter’s partner. As a result he had to move out and was no fixed address (NFA).
He did not want to present as homeless because he had very large arrears with a local housing provider. Also, he did not want to go into a hostel in Bradford as he perceived this as more of a threat to his stability than staying NFA. Conn3ct housing support workers have been supporting him whilst he has been sleeping in barns and squats in the area. Although he sometimes stays with his sister this causes problems with her landlord who wants to charge her extra when he stays there and checks to see if B is there. To ensure he does not put his sister’s tenancy at risk he will only stay with her one or two nights a week.

As part of B’s support, we have met with his former housing provider to discuss his debt. B accepts that he owes the arrears, and arrangements have been made to repay the debt. The housing provider acknowledged the severity of his situation and agreed they would look at his case again after three months. They did reassess his case but they did not lift the suspension.

B has also had issues with his benefits. He is fit for work and wants to work and so has been on Job Seekers Allowance (JSA). However he has faced barriers to accessing work due to him being NFA and has received benefit suspensions making his time on the streets even more difficult without money. Support workers have been able to signpost him to services that provide food parcels to relieve the immediate pressure and have liaised with Jobcentre Plus to help things run more smoothly.

A further issue regarding a historical Housing Benefit overpayment has also added to the difficulties around B accessing accommodation. Support workers have assisted in addressing these in order to make him as tenancy ready as possible.

conn3ct were made aware of some available properties with a local housing provider and have supported him to secure a tenancy with them. This was hard considering his housing history as there have also been failed tenancies in Scotland. Support workers gave the Housing Officer an honest and accurate reference of the person they knew and had been working with since he left detox. More importantly they thought it best for the housing officer to meet B to enable an honest discussion. Both these measures had significant impacts on the housing officer’s decision and B moved into his flat. He received housing support for six months and has since successfully maintained his flat independently. As part of his exit plan for support, he accessed the Education, Training and Employment (ETE) element of the service and secured a voluntary placement which he completed successfully.

After nine months volunteering he secured part-paid employment with the organisation which he continues to maintain.

Further information
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