



Crisis Response and Homelessness Prevention Services

**Further service model co-design session:
Young People - Supported Accommodation and Resettlement**

5 November 2018





- 10.00am Welcome and introductions
- 10.05am Context and purpose of the day
- 10.10am Part 1: Service Delivery Models
- 10.20am Part 1 - group discussion
- 11.00am Part 2: Social Value Commitment
- 11.10am Part 2 – group discussion
- 11.55am Next steps, questions and close



Context



- In August, and as part of our market engagement, we held an initial co-design session to:
- share what we know about people who are currently or have previously used our crisis responses and homelessness prevention services,
 - learning from front line experience;
 - identify gaps in current service provision that the scope of the new service models should seek to meet; and
 - develop a shared understanding of who our services should support going forward, and more importantly, how, through:
 - accommodation settings and capacity
 - workforce skills, training and experience
 - solutions for people who need some form of ongoing support



Purpose of the day



Building on our ambition to make the prevention of homelessness everyone's business, today is a further opportunity to contribute to the co-design of our crisis response and homelessness prevention services, and be maximising our collective skills, knowledge, experience and resources help residents to maintain the foundations for a stable **LIFE**:

- somewhere to live
- an income
- financial inclusion
- employment opportunities

We will be reviewing the feedback received since August and collectively considering how the **Young People - Supported Accommodation and Resettlement** contract can best respond to the needs of the people who it will support.

We will also think about **Social Value**; what can be achieved and how the collective benefit to the community can be embedded within the design and delivery of the service.





Part 1

Responding to Need – Service Model Proposals



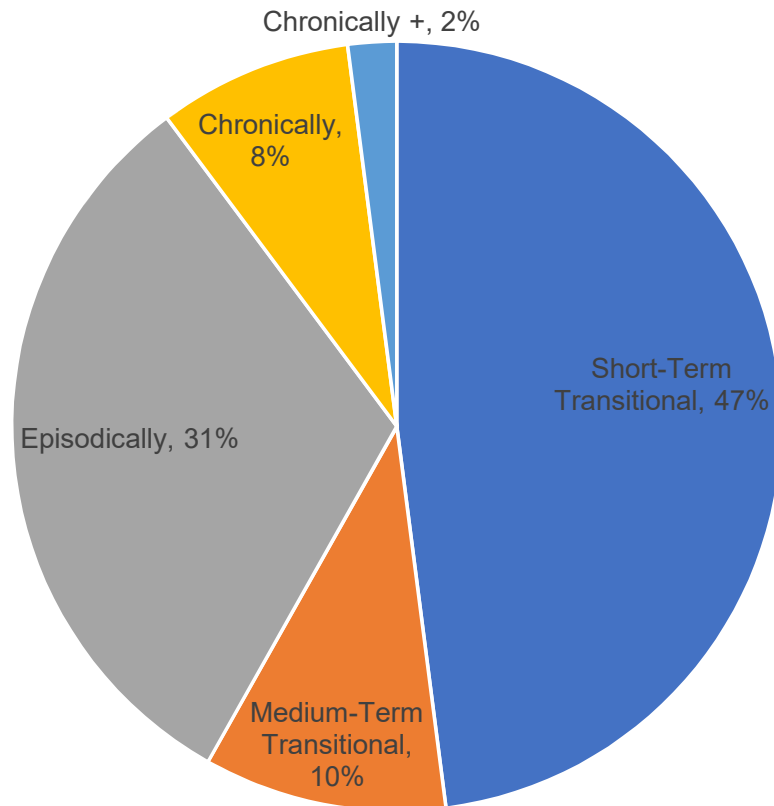
Proposed Lot Structure of Contracts



Single homeless	Crisis accommodation hub - West	Crisis accommodation hub - East
	Lot 1 – Supported accommodation citywide	
	Lot 2 – Supported accommodation citywide	
Young People	Supported accommodation and resettlement	
Mental Health	Supported accommodation and floating support	
Multiply excluded	Outreach	...out with April 19 tender



Who is currently using our services?



We have identified 5 segments across our dataset as follows:

Short-Term Transitionally Homeless: individuals who have had 1 episode of homelessness* for a period of no more than 9 months

Medium-Term Transitionally Homeless: individuals who have had 1 episode of homelessness for a period of between 9 months and 2 years

Episodically Homeless: individuals who have had 2+ episodes of homelessness of less than 2 years cumulatively

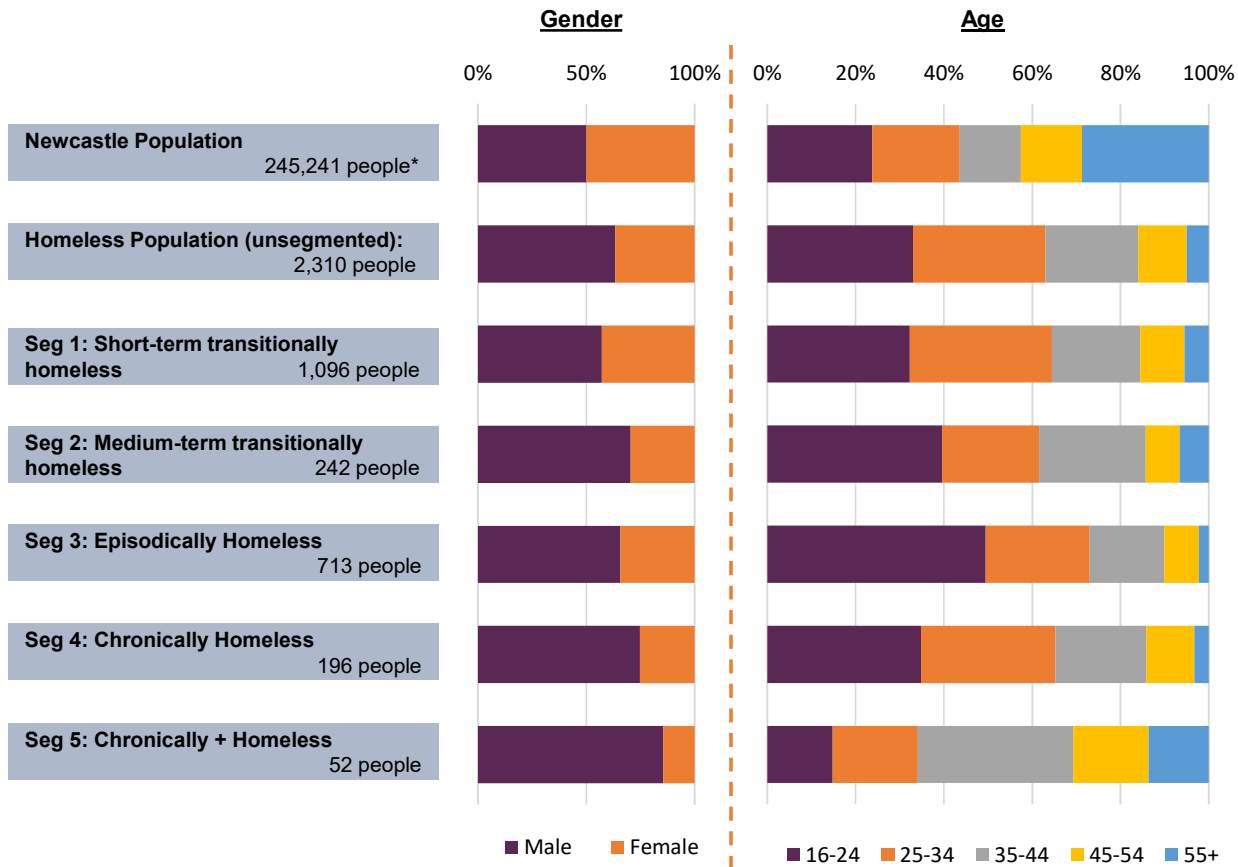
Chronically Homeless: individuals who have had 1+ episodes of homelessness of between 2 and 4 years cumulatively

Chronic+ Homeless: individuals who have had 1+ episodes of homelessness lasting more than 4 years

■ Short-Term Transitional ■ Medium-Term Transitional ■ Episodically ■ Chronically ■ Chronically +

* Accessing an accommodation based service
^ numbers may not sum due to rounding

Demographics



The charts to the left show the demographics of each of the segments against the demographics of the unsegmented homelessness population and the wider population in Newcastle.

Age:

The age profile of people accessing accommodation based homelessness services in Newcastle is relatively young.

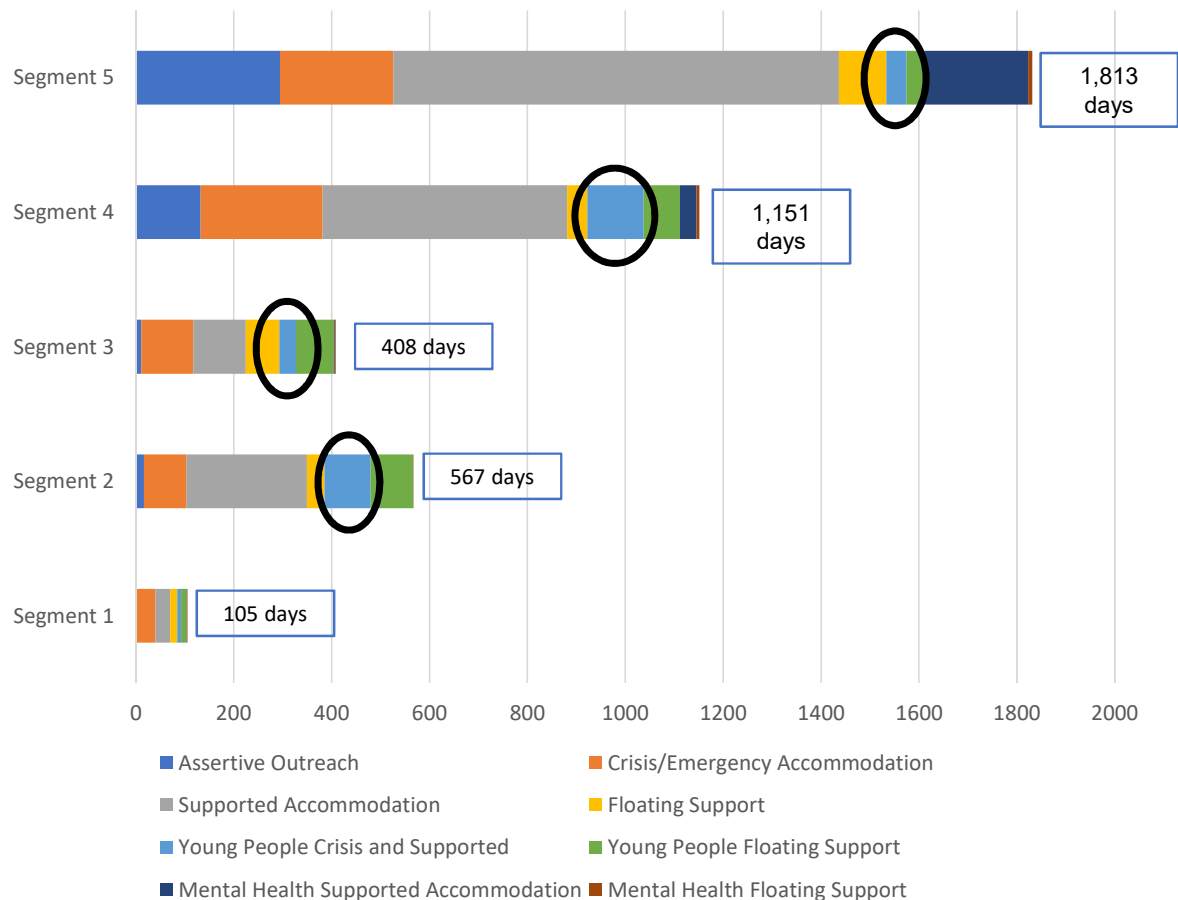
There is a significantly higher proportion of people aged 16-24 and 25-34 in the homelessness population in comparison to the wider Newcastle population. This is particularly stark in Segment 3 in which 44% fall into the 16-24 age bracket.

Gender:

Data shows that the homelessness population in Newcastle is primarily male, this is particularly the case in relation to segments 4 and 5.

* ONS 2016 estimate of individuals aged 16+
 ^ numbers may not sum due to rounding

Service Usage



On average, across the whole population, a total of 369 days is spent accessing homelessness services in Newcastle (accommodation based and floating support).

The chart shows, by segment, the average number of days spent in each service type by segment.

Interestingly, despite almost half of the population of segment 3 (44%) being aged 16-24, **only 34 days on average are spent in young people specific accommodation based services.**

Segment 5 has the highest number of days on average known to the assertive outreach team and accessing supported accommodation services.

→ Numbers may not sum due to rounding

Feedback – Responding to Need (1)



Service requirements	Type of support	Type of needs	Admit criteria, length of stay, unit capacity
<p>Supported Accommodation</p> <p>Provision of humane multidisciplinary responses in smaller, psychologically informed environments for young people; offering good quality accommodation in community based settings, and person centred support.</p> <p>Accommodation must have a 24/7 response with appropriate staffing levels that enable risk to be managed safely.</p> <p>The accommodation offer also needs to be able to respond to people for whom communal living is not appropriate or conducive to success.</p>	<p>Support to be person centred, not prescriptive and therefore flexible to meet an individual’s changing needs and their potential fluctuating levels of engagement.</p> <p>Support to be focussed on the prevention of homelessness and mitigate against repeat cycles of homelessness.</p> <p>Outcome focussed ways of working that use strength based approaches to provide support that capitalises on the assets of the individual.</p> <p>Define and agree support plan actions that are aligned to the Inclusion Plan and are outcome focussed.</p>	<p>The range of needs that young people may present with include but are not limited to:</p> <ul style="list-style-type: none"> • care leavers; • teenage parents; • risk of violence and/or abuse; • risk of eviction or exclusion for anti-social behaviour; • previous homelessness or rough sleeping; • offending or offending behaviour; • self-defined as lesbian, gay, bi-sexual, transgender or queer (LGBTQ); 	<p>Referrals and Admit</p> <p>Referrals into services are via the Newcastle Gateway or directly from Active Inclusion Team</p> <p>Length of stay</p> <p>Being less prescriptive about the period of time to be spent in supported accommodation; planning should be more focussed on developing the capacity and resilience of the young person to prepare them to move-on to independence.</p> <p>Expectation that stays in the ‘emergency beds’ continue to be at 5 days, before being moved to more suitable accommodation.</p>



Feedback – Responding to Need (2)



Service requirements (cont..)	Type of support (cont..)	Type of needs (cont..)	Admit criteria, length of stay, unit capacity (cont..)
<p>Supported Accommodation</p> <p>Continued provision of emergency or ‘crisis’ beds within this contract.</p> <p>Accurate and current information in relation to risk and needs is shared between agencies.</p> <p>Crisis and Resettlement Support</p> <p>A structured move on process that ensures young people are able to access suitable and sustainable accommodation.</p>	<p>Opportunities for co-location to facilitate the provision of integrated, and psychologically and trauma informed interventions to reduce crisis for those with complex needs (drugs, alcohol, mental health, offending).</p> <p>Develop and coordinate multi-agency responses that create and promote sustainable independence.</p>	<ul style="list-style-type: none"> • diagnosed or undiagnosed mental health problems; • learning difficulties and or disabilities; • drug and alcohol problems; • being a refugees/asylum seekers; and • being a young carer. 	<p>Resettlement support that is flexible to respond to need, and may be longer term to maintain independence.</p> <p>Unit Capacity</p> <p>Smaller units of accommodation; the ‘ideal’ size is still to be defined, and some of this will be driven by asset availability (for info, current provision ranges from single self-contained units of dispersed accommodation to a single site of 52 units).</p>



Outcome focused approach



We have talked about the changing emphasis of these contracts to becoming more outcome focused, not only on our three priority areas, but on the individual outcomes defined and agreed through the Inclusion Plan and the support planning process.

The service delivery models need to respond to this requirement, and be embedded within the culture and ethos of the organisation.

Underpinned by ways of working that seek to be responsive and adaptive, with accountable and transparent decision making.



What outcomes do we want to achieve?



Somewhere to **LIVE**:

- Safe temporary accommodation
- Support to develop the skills to live independently
- Supported move-on to affordable, suitable and sustainable accommodation

An **INCOME**:

- Income maximised through receiving appropriate benefits and entitlements
- Support to identify and prevent financial exploitation

Person Centred Support & the foundations for a stable **LIFE**

FINANCIAL INCLUSION:

- Supported to set up a bank account
- Support to develop budgeting skills
- Payment plans established to pay off arrears
- Access support from specialist agencies, such as Money Matters

EMPLOYMENT opportunities:

- Supported to enter and sustain education, training, or vocational studies
- Supported to engage with volunteering opportunities
- Support to increase self esteem, confidence and self-belief that they're capable and are employable
- Support to enter the employment market



What outcomes do we want to achieve?



Part 1: Service Models – group discussion



1. Consider the service model and particularly the **service requirements** (what the service will deliver), the **type of support** (how it will be delivered), the type of **needs** (who the service will support), and the **admit** criteria, length of **stay**, unit **capacity** of the service:
 - a) Is there provision missing, or based on your experience, a need that would not be met through this proposed model?
 - b) Learning from the past 4 years, what do we want to avoid in this new contract?
 - c) Is there anything else we need to consider?

2. Thinking of the outcome-focused approach (Access, Eviction and Move on and personalised outcomes) consider:
 - a) How does this proposed model of support contribute to the outcomes described?
 - b) What are the challenges to achieving these outcomes in this Contract?
 - c) Have we missed any opportunities?
 - d) What do you think success could look like in this Contract?





Part 2

Commitment to Social Value



What is Social Value?



The Public Services (Social Value) Act came into force on 31 January 2013. It requires commissioners to think about how they can also secure wider social, economic and environmental benefits through the commissioning and procurement of public services.

Social Value refers to wider financial and non-financial impacts of programmes, organisations and interventions, including the wellbeing of individuals and communities, social capital and the environment.

The Act gives us a framework and mechanism to talk to our local market to design better services and consider new and innovative solutions to difficult problems.



Our Social Value Commitment



Newcastle made a **Social Value Commitment** which sets out four principles of Social Value.

These principles are what Social Value means in Newcastle and form the basis of our focused activities throughout the commissioning cycle.

Securing Social Value is at the **heart of our activity** as it helps to maximise the collective benefit to our communities and residents in Newcastle.

We all need to consider how Social Value could shape the design of services and how it is built into the service to **maximise the collective benefits**.

Working in partnership with stakeholders at an early stage (colleagues, communities, markets, partners and others) helps us to build a better picture of the opportunity and to put Social Value at the heart of the design...through the commissioning model, KPI's, contract design, evaluation criteria, etc

**Think, Buy,
Support
Newcastle**



**Community
Focused**

**Ethical
Leadership**



**Green and
Sustainable**



Our Social Value Commitment



Newcastle made a **Social Value Commitment** which sets out **four** principles of Social Value:

1. Think, Buy, Support Newcastle

- value local spend and spending money locally generates value across our supply chain, and effectively delivers it to local people.

2. Community Focussed

- Understand and deliver value that local people recognise and ensure mechanisms in place for local people and partners to give feedback that is then used to shape practice
- Working together with partners who have a common interest, creating a greater recognition of, and response to our specific local social challenges

3. Ethical Leadership

- We will seek to work with businesses that employ high ethical standards within their practice, and those who want to work to improve their ethical approach.

4. Green and Sustainable

- Commitment to using resources efficiently and protecting the environment by minimising waste and energy consumption.
- Work with partners and providers to promote green and sustainable practice in the work that we commission and procure.

**Think, Buy,
Support
Newcastle**



**Community
Focussed**

**Ethical
Leadership**



**Green and
Sustainable**



Part 2: Social Value – group discussion



Think, Buy, Support Newcastle - What benefits will local delivery bring?

How will local people benefit (including but not only service users – think about the broader community who may experience employment, environmental and social benefits?)

Are the proposed 'Lotting' structure and specification requirements prohibitive to smaller organisations? Can subcontracting with local VCS orgs (and fairly) be considered?

How does the proposed contract length affect Social Value?

Community Focused - Thinking about the whole community (explicitly not service users):

What geographic or community boundary options are there within this opportunity that could influence Social Value

What does community data tell us about the potential contract geographies that can help us understand what particular Social Value related needs or interests exist within these boundaries?

What is the impact on the community related to physical location of services? How can risks be mitigated?



Part 2: Social Value – group discussion



Ethical leadership - What ethical issues exist within the contract subject area:

Relating to service users or customers?



Relating to the whole supply chain?

Relating to the community as a whole?

How could these be resolved, and what benefits would accrue to the community if this was achieved?

How is the Newcastle Living Wage considered and what other employee benefits can be brought to bear?

Green and Sustainable - What environmental sustainability issues exist within the contract subject area:

Relating to service users or customers?



Relating to any goods or consumables that are frequently used in the current model?

Relating to use of natural resources in the current model?

What are the opportunities to engage with the community in green and sustainable ways?



Next Steps



Next steps

- Co-design session – 7 November 2018.
- Service user engagement continuing during November.
- Feedback from sessions will be collated, and once reviewed will be published on the council's website <https://www.newcastle.gov.uk/business/tenders-contracts-and-procurement/market-position-statements>
- Final commissioning briefing incorporating and responding to feedback from market engagement activity will be published for consultation in December (following which the commissioning process will end and procurement activity will commence and there will be no further engagement outside of the procurement process)

Indicative procurement timescales

- Presentation of service design proposal prior to issuing tender – December 2018
- Tender publication: early 2019
- Award: Spring 2019
- Contracts commence: late Spring 2019



Questions from today...

