



The Plymouth Alliance



Annual Report

2023

The
Plymouth
Alliance



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This report covers the work of members of the Plymouth Complex Needs Alliance from April 2022 to March 2023. The service provision noted was totally or partly funded by the Alliance as part of its contract with Plymouth City Council, all working together to address the needs of local people in terms of homelessness, substance use and related issues.

The Year in Numbers

Path

Livewell Southwest

Shekinah

Hamoaze House

Harbour

BCHA

The Zone

Subcontractors



The Year in Numbers

91

brief intervention treatments offered by Harbour

775

Naloxone kits have been provided across the city

109

adults are currently attending Hamoaze House

and

66

family members are attending the Affected Others Group

149

households were supported by Path to access privately rented accommodation

231

units of accommodation are currently available with BCHA including

127

customers accessed the night shelter at Hamoaze House

27

family units

4

new staff members were recruited to the Livewell Southwest Complex Needs Team

68

customers were supported by the BCHA outreach team

The Year in Numbers

127

customers have been supported by two BCHA B&B workers

467

individual lets have been accommodated by BCHA over the last year

118

people have been supported by Shekinah's training team

112

service users residing at Devonport House during the last 12 months

75

people rough sleeping received ongoing support from the Path MARS team

111

learners have achieved accredited qualifications

1646

customers have had structured treatment plans at Harbour

233

customers have been supported by the BCHA hospital discharge service

253,984

syringes have been provided across the city

HOUSING ADVICE AND SUPPORT

The Housing Information, Signposting and Support Service (HISS) provides support to single people in Plymouth who are vulnerable to homelessness, especially people with complex needs such as health issues and offending histories.

Run in partnership with BCHA, HISS support is more than just help to keep or gain housing, it includes an understanding that housing is vital for people to be safe and well; and also that being safe and well is vital for people living independently. The support therefore tends to be provided by staff members working one to one with the person, looking not just at how they keep or secure their home (income, budgeting, advocacy, furniture/furnishings, bills, responsibilities and rights etc) but motivational work too; how they spend their time, what they aspire to and their health and their social links.

Outcomes

357 people were open to a Path Housing Support caseworker during the year.

Of those that were 'closed' (completed working with) 189 cases:

- 61 people were given advice and/or signposted to other services as main outcome.
- 13 secured a Private Rented Tenancy and were supported to maintain it.

- 21 Secured a Social Housing Tenancy and were supported to maintain it
- 9 were assisted to maintain/save their current tenancy
- 13 secured supported accommodation
- 19 secured temporary accommodation
- 3 were supported into a long stay care homes/hospice

ROUGH SLEEPER TEAM

The Rough Sleeper Team (RST) works to reduce and prevent rough sleeping across the city in partnership with other housing and support providers. The team delivers early morning outreach sessions, locating and engaging with those sleeping on the street. RST aims to create opportunities for sustained change and positive outcomes for rough sleepers.

In 2022/23 Path's RST evidenced 385 people sleeping rough in Plymouth, an increase of 14.5% on the previous year.

- 310 Male
- 75 Female
- 219 local connection to Plymouth

The MARS (Multi Agency Rough Sleeper) team is the intensive support part of the Rough Sleeper Team.

In 2022/2023

- 75 rough sleepers received ongoing support
- 25 were supported into accommodation

PRIVATE RENTED ACCESS SERVICE (PRAS)

PRAS aims to assist those who are vulnerable to homelessness, such as living in temporary accommodation, to access accommodation in the private sector. Those referred will have had an appointment where advice would be given, an assessment done thinking about suitability and affordability of rented accommodation and a discussion about renting.

Move-ins

Path's biggest challenge remains a low supply of available rental properties and an increase in rents (with no corresponding increase in Local Housing Allowance).

However, Path have still been able to assist 149 households to access privately rented accommodation over the year, including 25 people on probation and 26 young people.

ADVICE LINE CALLS

The advice phone line continues to prove extremely popular with clients and also professionals looking for housing advice, enabling people to get immediate advice and/or referrals to other Path services and agencies. The advice line is available 4 days a week.

- 844 people contacted the advice line and were given immediate housing advice.
- 126 of these callers were offered a case worker.

EXTRAS

- Path have secured at least £130,000 from various funds towards deposits, rent in advance, arrears, furniture or other related costs of moving.
- They send a weekly/fortnightly 'bulletin' to about 300 staff working in services located mostly in Plymouth.
- Path have provided 'tenancy training' covering security of tenure and securing accommodation in the private sector to about 100 staff from around 30 different organisations across Plymouth, Devon and Cornwall.



Livewell Southwest

The last year has seen a number of changes for the Livewell teams at Harbour, with an increase in staffing and service developments.



The Complex Needs Team and the Health Inclusion Pathway Plymouth (HIPP) team have met with George House, Shekinah and Devonport house to review the drop in clinics. They discussed how to develop clinics to meet the needs of clients accessing mental health and physical health clinics, adapting services to meet the demand. These clinics currently see up to 18 clients a week.



There has been successful recruitment of 4 new staff members to the Complex Needs Team, offering support to clients with co-existing mental health and substance misuse issues.



There has been development of physical health clinics - offering blood testing, ECG monitoring, BP checks and advice on physical health management. By providing this service in house, Livewell can increase prescriptions where required in a prompt manner.



Weekly MDT's with the George House and Devonport House, working alongside Harbour and the HIPP team to offer weekly meetings for hostels to discuss any clients presenting as high risk to offer intervention and support to reduce likelihood of eviction.



Health Inclusion Pathway Plymouth (HIPP) – Livewell have worked in conjunction with Adelaide Street Surgery to recruit staff for the HIPP team, they work closely with the service to support our homeless community.



The Rapid Access to Treatment (RAP) process enables clients to access opiate substitute treatments in a prompt manner, preventing long waits to start prescriptions and reducing further risk of harm. This project has been successful, resulting in clients being able to access a prescribing assessment within 2 weeks and commence treatment on the same day. Currently Livewell are prescribing for 750 clients across the city.



Buvidal is a long-acting depot injection form of Buprenorphine, which can be given monthly with monitoring and support. Together with Harbour, Livewell have been successful at offering this to a small group of clients, with a plan to offer this service to a wider group over the next year.

Over the next year, there are plans to expand services, through staff recruitment, outreach prescribing clinics, and working alongside women's services.

Shekinah

From the 1st June 2022 – 31st May 2023, Shekinah's Training Team have supported 118 people to take part in a range of Personal Development/Vocational courses under the Plymouth City Council Adult Skills Budget contract, with 111 learners achieving accredited qualifications.

This year, Shekinah has been taking their training out of house to other Plymouth and Alliance organisations in the hope of reaching more people that could benefit. They have delivered training at Hamoaze House which was well received, by the people that use their services and have more planned in for the coming year.

Shekinah have worked closely with The Salvation Army to create a carpentry course which is run out of their workshop,

and this has been well received by learners ranging from ex service personnel to residents of the Salvation Army itself.

Shekinah are currently delivering Mentoring L2 training to all the new Peer Mentor Researchers that were taken on by Changing Futures at their request.

They have recently made stronger links with the NHS and Livewell Southwest, through direct contact with Occupational Therapists on the Health Inclusion Pathway Plymouth (HIPP) and the Offender Personality Pathway (OPP) Plymouth, Cornwall and Isles of Silly. Shekinah are running a monthly workshop for OPP clients on various topics as requested by them.



Hamoaze House

Hamoaze House currently has 109 adults attending and 66 family members attending the Affected Others Group. The Alliance has promoted and instigated much closer partnership working across services.

Hamoaze staff report that it is far easier to get information as a result of this. There also seems to be less duplication and it seems from the workforce at Hamoaze that they feel partners are much more aware of their part and role in a person's journey.

There appears to be less competition between agencies. There also seems to be a "smoother" journey for clients and clients that have been in the system a while have been reporting to staff at Hamoaze that they have noticed a difference in the speed of the service that they are receiving.

It was noted that citywide in Plymouth, partner agencies are beginning to provide a complete "wrap around" service to those in need. There is a greater and improved understanding of what other services provide and they also have reported a greater understanding of the services that the Alliance provides.

There is greater and increasing experience of skills and knowledge learning from each other through shared training opportunities.



The only highlight from staff at Hamoaze is that they would recommend that staff that are new to the Alliance would benefit from more familiarisation with the Alliance and other organisations about partnership working. They are saying the "old hands" are up to speed but it is less easy for new people. One of the suggestions that staff are making is for staff to shadow or swap roles with colleagues in other partnerships for not just a morning or an afternoon for a minimum of one week to properly understand not just policies and procedures but the ethos and spirit in which that organisation delivers its services and also to further develop meaningful relationships with those staff working out of those services. Are we better for the Alliance? Hamoaze says yes!

Harbour

In the last year, Harbour has opened Needle Syringe Programmes (NSP) in BCHA George House, Somewhere Safe to Stay and Primrose. They have established 4 mobile NSPs, one of which is placed permanently with Trevi SPARKS.

Harbour have successfully managed a Safer Streets 4 project in collaboration initially with Trevi and then with Improving Lives Plymouth, looking at harm reduction and introducing consumer led spike test kits and drink lids.

Naloxone distribution in the emergency department has been introduced and on discharge from University Hospitals Plymouth (UHP), making UHP one of just four hospitals nationally to offer this service; establishing a Substance Misuse Steering Group with UHP and with links to iHOST research project.

A successful pilot of a crack pipe exchange scheme in Plymouth was started and Harbour is planning to launch the exchange scheme in July 2023. Plymouth is one of the first cities in the country to officially launch this scheme. Harbour is working with researchers from the London School Hygiene and Tropical Medicine (LSHTM).

While the number of deaths in service have increased, Harbour have been able to reduce the number of drug related deaths in Plymouth by 6. This bucks the national trend and this must be celebrated as it couldn't have been done without the city working together to improve the lives of people who access services across Plymouth.

Harbour Data April 2022 - March 2023		BI	Structured Treatment	Total
Total no. of people open within year 22/23		91	1646	1737
Gender	Female	31	544	575
	Male	60	1100	1160
	Unknown		2	2
Age	18	2	3	5
	19-24	9	51	60
	25-34	33	277	310
	35-44	23	534	557
	45-54	15	516	531
	55-64	4	239	243
	65+	5	26	31
Drug Category (based on main problem substance)	Opiate	4	1176	1180
	Non-opiate only	39	89	128
	Alcohol and non-opiate	9	146	155
	Alcohol Only	39	235	274
No fixed abode		4	193	197

467

individual lets
2022-2023

PEOPLE USING SERVICES

- Between 22/23, BCHA let out 467 units, housing individuals, couples and families.
- Two BCHA B&B workers supported 127 people.
- BCHA outreach team supported 68 customers.
- The hospital discharge service supported 233 customers, the team have worked hard to reduce the number of delayed discharges, reduce bed days and ensure that customers have appropriate accommodation when leaving hospital.

UNITS OF ACCOMMODATION

- Currently, BCHA has a 231 units available, which includes 27 family units.
- In collaboration with Housing Options, BCHA has developed a new delivery model to better utilise holiday let accommodation.
- Through provision of a dedicated Families team, BCHA has developed the support available to families. An investment of £2.5 million has provided additional family temporary accommodation. Co-located Housing Options staff deliver support with the families team.

NIGHT SHELTER

In total 127 customers accessed the night shelter at Hamoaze House. 115 customers were moved on successfully to the following accommodations:

- 2 secured private rented accommodation
- 2 Oasis
- 2 Restart
- 53 into Alliance accommodation
- 25 B&B placements
- 7 travelled back to their area or country
- 8 returned to their accommodation
- 12 moved to family and friends
- 16 other

Due to the additional support provided this year there were fewer customers declined from the provision and many more successful outcomes.

127

people supported by
two BCHA B&B workers



68

customers supported by
the BCHA outreach team

WORKING IN PARTNERSHIP

- Co-located colleagues from Harbour, deliver drug and alcohol support and events, within George House.
- Bi-weekly doctor's clinic at George House, plus co-located nurses, and support from Harbour Complex Needs Team.
- The needle exchange has been introduced across all temp 24/7 supported accommodation. BCHA have seen a reduction in the number of ambulance call outs, the use of naloxone and the use of the defibrillator.
- Plymouth Domestic Abuse Service (PDAS) and Spark team are delivering women's groups at George House and Primrose (female only supported temp accommodation).
- Co-located Housing Options colleagues with BCHA family support team.
- Continued oversight and development of supported accommodation placements through A2A, expanding this to include exempt accommodation providers in the City.

OTHER INITIATIVES

- Development and expansion of female only provision across 2 properties, supporting 9 females who are fleeing domestic violence.
- The move on cafes delivered to support residents to move on into permanent accommodation.
- Peer led support café at George House.
- Development of work around quality of accommodation offered within BCHA and promoting psychologically informed environments and trauma informed spaces. This has included reviewing the quality assessment process for exempt accommodation providers.

ADDITIONAL FUNDING

- Helped secure additional Government funding from Rough Sleeper Initiative Awards (RSI).
- Smaller grant awards have been brought into the city via BCHA applications.

231

units of accommodation
available

27

family units of
accommodation
currently available



127

customers accessed the
night shelter at
Hamoaze House

115

customers were moved
on successfully

The Zone (ZAP)

APRIL 2022 – MARCH 2023

During this period the service worked with a minimum of 60 different young people at any one time and had capacity to provide a minimum of 96 hrs of direct support a week split between:

- those on caseload for provision of floating support or tenancy support.
- support to those in crisis presenting via drop-in with no appointment.
- provision of advice/guidance and those aged 16/17yrs referred for independent advocacy.

ACTIVITY

- Total of 565 different young people seen of which 36% were male / 57% female / 5% other/ 2% not stated.
- This represents a 160% increase in attendance/visits by YP to ZAP from the preceding 18 months.
- 20% were aged under 18yrs and 80% aged 18yrs-25yrs
- 526 people presented via drop-in resulting in 4,197 separate contacts.
- Average of between 48-66 on ZAP caseload with contacts totalling 2,402 hrs
- 201 external enquiries from other providers requesting specialist support.
- Between 02/04/2022-23/03/2023 there were 65 different young people aged 16-17yrs referred to the service for independent advice and/or advocacy.

OUTCOMES

Young people supported by ZAP to achieve targets goals that they had identified. A sample of some of the outcomes achieved by young people supported by the team:

- 89% were helped to maximise their income including receipt of the correct welfare.
- 70% were helped to reduce their overall debt with an average of 2 young people a month referred to HSBC in support of them opening a bank account.
- 75% were supported into paid work.
- 100% were helped to better manage their physical health.
- 70% were helped to better manage their mental health.
- 100% who avoided harm to others.
- 78% were helped to better manage their substance misuse.
- 87% were helped to maintain their accommodation.
- 90% secured/obtained settled accommodation.

With regard to the type of accommodation young people moved into:

- 34% Supported Housing
- 25% Return to Family Home / other Family Member Home
- 13% Housing Association
- 13% Private Sector
- 9% Local Authority
- 6% Temporary Accommodation

Subcontractors

WESTWARD HOUSING

Westward provided support to

7

single parents with one child under 3.

17

families have been supported to successfully move on to permanent accommodation in 22/23.

LIVEWEST

77

young people were accommodated during the year (excluding Advantage Point).

27

young people were accommodated at Advantage Point.

97%

planned move on rate of those that moved out.

THE SALVATION ARMY

The Salvation Army works closely with The Alliance and gets drop-in services from Harbour, Complex Needs Team, HIPP, SPARK, PEDAS, Path and Hep-C Trust.

60

beds at Devonport House

YOUNG DEVON

- Provided temporary accommodation and personalised needs led support to Young People (YP) facing homelessness.
- Developed the capacity of vulnerable young people to enable them to live as part of a family (either own or host), or independently.
- Provided appropriate environments for YP (particularly 16/17 year olds) to have their support needs assessed whilst the wider system engaged with them to facilitate a return home if and when appropriate.
- Flexibly provided services to enable young people to move between supported housing services when requiring an increase or decrease in needs led targeted support.
- Be part of an integrated system with a single point of access into supported accommodation for YP and move on into tenancies or a return home where appropriate.

CC HOUSING

Provides accommodation and support to

28

people with complex needs at a time.

Together We Can

Every member of The Plymouth Alliance provides services funded via the Alliance contract and also others funded separately.

Equally, there are partnerships, services and outcomes that are not noted here but which are really important for people using services.

Alliance members don't just work with each other but with Community Connections at the Council, with GPs and pharmacies, with Plymouth Soup Run and many others. All of those relationships and endeavours matter, whether covered here or not.

We are grateful for all of those partnerships, all of that work.



Support for people: the right help, the right place, the right time

The Plymouth Alliance
www.theplymouthalliance.co.uk