



Plymouth Alliance for Complex Needs

Best for people using services

March 2022

Useful contact details:

PCC Retained Client Function Alliance Advice line 01752 304401 Mon – Th 9-5pm Fri 9 - 4:30pm

Out of Hours – 01752 668000 Community Connections – 01752 398500

Big Buzz

The next session will be held on **15th March at Hamoaze House 10 – 12:30**. The talks are live, fluid and interactive; people ask questions, make links and look at how they can link and work better together. We ask people to particularly take into account changes from lockdown, any learning, differences etc. to share with colleagues. We also aim to cover appreciative enquiry, sharing learning as we go and promoting participation. The Alliance Programme Manager and ALT members will facilitate the next session.

We have around 20 spaces so if you would like to book a place, please email sharontucker1@nhs.net

Jon Farr - Alliance Programme Manager

We are heading towards the end of the financial year, and since August the levels of people needing emergency accommodation has started to increase. The reason this is important is that The Alliance were allocated part of Plymouth City Council's budget to pay for the costs of accommodating those who found themselves homeless. As the costs expected are now significantly above the budget, it is putting our finances under significant strain. In discussions with the council, they have agreed to provide support, which has provided reassurance; we have also looked at some opportunities to recover costs to contribute to the shortfall. We are working hard to try to provide additional accommodation throughout the system. This is preferable to Bed and Breakfast style accommodation, which is not only expensive, but also not ideal for those needing our service.

Having new and move on accommodation is important to allow service users who are ready to progress, which in turn creates move on opportunities in supported accommodation. The work and information we provide to move on to new accommodation providers is critical in trying to make sure tenancies are sustainable. Securing these placements allows the people we support to move on to realise their potential, without "falling out of the system" and re-presenting themselves in the future, with the trauma that creates. This emphasises the importance of us getting our support offer right working across the full range of the Alliance service. We have found that our organisations probably have quite different thresholds for the behaviours and risks than maybe new landlords, so we hope to work with such landlords (for example Plymouth Community Homes) on how we secure effective handovers with them.

As well as volume of demand, there has been a shift in emphasis on to the need to accommodate families, where previously we have been more focused on individuals with complex needs. The accommodation and support for families requires different properties and skills to those we have traditionally supported. As previously mentioned, our accommodation organisations have identified opportunities to invest into more family orientated approaches. BCHA have identified and are proceeding with the purchase of 3 out of a possible 5 family focused properties and colleagues at PATH are also progressing new properties. More recently, there has also been an agreement to take on 7 units working with Westward for pregnant single parent families. We will start looking at how we might realign and re-skill some of our support services for families.

While this sounds challenging there is some potential good news on the horizon as well. In December the government announced that it was investing in a new drugs strategy, and Plymouth are expecting to receive additional funding to support and develop new approaches.

On a more personal note, I have decided that it is time for me to retire for a while. I have found this role both interesting and challenging, but now feel it is right for me to move on at this stage. Best wishes for the future to you all.

If you would like to contribute any articles to future newsletters or promote events, please email Sharon Tucker at sharontucker1@nhs.net

Homelessness Crisis: what The Alliance is doing

Like most of the country, Plymouth has a housing crisis, with a lack of affordable accommodation. Most housing is owner-occupied (2/3) with most of the rest being private or social rented. So, Alliance services constantly work to enable people to gain access to that rented accommodation, where possible, via bidding and / or private rented access work, for instance. Alliance members, ourselves, do provide accommodation; but it's a tiny fraction of the households in the City and is mostly temporary, to meet the immediate needs of people who are homeless, before we try to help them move on into tenancies. (Temporary accommodation include hostels, supported accommodation and shared housing supported on an outreach basis. Between us, we have hundreds of rooms at any time.)

The lack of affordable settled housing means that people are stuck in temporary accommodation or not even able to get access to it. So we have been:

- adding temporary accommodation – both single and families
- working with other accommodation providers to increase access to both temporary and settled accommodation
- securing and using funds to help people remain in tenancies where they are at risk or to secure tenancies
- working differently with families, for instance, to provide additional support
- working with social landlords (Plymouth Community Home and Westward) to set up schemes to help homeless single people and families get into social housing

This is a difficult period and rising rents and bills are only going to make it worse. We have limited abilities in terms of what we can do. But we remain actively committed to doing all we can.

Not part of the Online Centres Network? Join for free today!

The [Online Centres Network](#) is targeted at supporting community organisations delivering digital skills.

Membership is free and includes access to:

- Digital Skills Platforms ([Learn My Way](#) & [Make it Click](#))
- Training & Networking Events
- Funding, Device and Data Opportunities

NHS Devon CCG launch new health and wellbeing app library.

Developed by clinicians, the AppFinder gives you unlimited access to thousands of independent app reviews across all health conditions, each of which includes a breakdown of key assessment criteria relating to Clinical Assurance, Data Privacy and User Experience.

Details [here](#)

March Awareness Days:

March 8th International Womens Day - is a celebration of the cultural, political, and socioeconomic achievements of women. This year's theme is [#BreakTheBias](#) More details can be found [here](#)

March 6th – 12th No More Week - this week is to raise awareness of domestic abuse and sexual violence [#JoinTheChorus](#) More details can be found [here](#)

Safer Plymouth Week 2022 28th February – 4th March details [here](#)

Cardboard Citizens - Plymouth Cardboard Camp performance at TR2 on 18th March 3 – 5pm.

Join us for a dynamic afternoon of performances and discussion about issues that underlie homelessness in the South-West, led by local people with lived experience of homelessness. See info below:

You can book for up to 3 tickets here:

<https://cardboardcitizens.org.uk/whats-on/event/plymouth-cardboard-camps-performance/>



How to find TR2.pdf



Plymouth performance flyer FIN

Covid Regulations

Whilst restrictions have been lifted (see new guidance [here](#)) across the Alliance we will be keeping some covid safe measures in place – advising people to continue to wash their hands, mask wearing in some venues, social distancing and self-isolation if testing positive. Please refer to your own organisations latest guidelines but also be mindful that guidance will vary across Alliance partners.

Free Lateral Flow tests - You can order one pack every 3 days, see further info [here](#)

The Alliance subgroups meet every 4-6 weeks and the current work and priorities centre on:

WORKFORCE DEVELOPMENT – we are looking at Phase 2 of the training in conjunction with the Changing Futures workforce development group.

- Key themes that staff would like training in include - Counselling Skills, Trauma Informed training, Wellbeing (including for staff) and Personality disorders
- To look at how we can improve and share learning from SIRIs/drug deaths.
- To look at how we could establish Apprenticeships to bring in the next generation of staff to the Complex Lives system.
- To look at the attendance rates from the Mandatory training and reasons for non-attendance; different ways/platforms we can use to offer training.

COMMS – we are working to establish an Alliance Comms plan to include:

- How we let the city of Plymouth and our non-Alliance partners know who we are and what we are doing as an Alliance.
- To design Big Buzz events so that those present can better understand other services, to think about how they work and how they can work more together. To enable us to identify issues and opportunities.
- How we can use social media to highlight the work of our Alliance.
- To look at the importance of Appreciative Inquiry with both clients and staff and roll out across all organisations.

FUNDRAISING - To investigate fundraising opportunities which include:

- High income - RSAP/NSAP/RSI, Universal Drug money
- Medium income – Barclays, Lloyds and other grant providers
- Low income – Make a Change, self-generated income projects, small additional donations.
- To investigate opportunities for crowd funding, donations, voluntary help.

TREATMENT – We currently have a draft Treatment Plan written, which is on hold awaiting updates regarding universal monies which will influence the plan and require a needs assessment (possibly the reformation of a DAAT)

- Alcohol Treatment Plan – currently first draft being worked on by Harry Waters and Ade Edwards
- Peer Reviewers looking at current Care/Support Plans with a view to establishing one universal plan to be stored on MANTA.
- To establish governance to ensure implementation and integrity of single alliance care/support plan.
- Learning from incidents and deaths in the system, how to effectively share learning to affect change and how to support people using services and staff.
- Ongoing discussions around multidisciplinary teams and co-location
- Ongoing discussions around Alliance governance across the system – should there be a Governance Subgroup?
- AA attending Hamoaze engaging with clients to try and better understand how AA could effectively respond to and support the wider Alliance. links with Changing Futures Lived Experience workstream

ESTATES – we are currently looking at issues about use of members’ buildings, looking at:

- working from home
- co-location
- Cavell Centre (our relationship with it)
- plans of members, especially Shekinah’s developments

ACCOMMODATION - The Accommodation subgroup meets monthly to review the strategy and plan relating to accommodation work within the Alliance. There are also several task and finish groups and ongoing groups which meet to oversee specific areas of focus, these groups feed back into the accommodation subgroup. Examples of current / recent work by Alliance members on accommodation includes:

- A new contract for additional 28 units of temporary accommodation with CC Housing
- Work being done by PATH and BCHA to increase family accommodation, including capital investment with a commitment to purchase up to 20 units of family temp
- Focus on reducing B&B budget and improving flow and movement through the system
- New funding opportunities
- Work with Plymouth Community Homes to deliver social housing for single people and families
- Investigating support for families in B&B from external partners
- Reviewing data including logging move on/voids to understand movement across accommodation, understanding recruitment issues and capacity for accommodation services.

CHILDREN & YOUNG PEOPLE – we are currently working on/discussing the following:

- YPAAS –young peoples’ referral service
- CYP Protocols for 16-17yr olds, 18 – 25yr olds and Care Leavers.
- rent affordability for young people
- how we communicate with YP and include them in designing comms
- Transitions work
- crossover/partnership work with the Homelessness Prevention partnership, Shelter, Barnardo’s and other external stakeholders.

Alliance and Partner training opportunities

Tenancy Training dates available:

Wednesday 27th April 10.30-12.30 and Wednesday 25th May 10.30-12.30

This is an excellent way to arm Plymouth's workforce with the knowledge needed for housing issues.

In these sessions we will cover:

- Finding accommodation
- Securing accommodation
- Legal requirements of landlords
- Legal obligations of tenants
- Different types of eviction notices
- Tips and tricks for avoiding damp
- Finding furnishings and other local resources.

To book please email Alexandra.burgess@pathdevon.org



The Plymouth Alliance

Alliance Induction sessions

Would you like to know more about the Alliance, or do you have new staff in your organisation that would benefit from attending an Induction? If so, please contact Ellie Jarvis (Harbour) at ellie.jarvis@nhs.net to book a place.

Dates available: Thurs 15th March at 12 noon



PLYMOUTH & DEVON

racialequalitycouncil



FREE ONLINE REFUGEE AWARENESS TRAINING

The 16th of March 11am-1pm or

the 21st of March 11am—1 pm

Book your place by sending an email to Lavinia Porfir at: l.porfir@plymouthrec.org

Once the booking is confirmed you will receive the link to the Zoom online training

Adult Safeguarding training:

There is availability for March. Please use the link below to book:

<https://www.eventbrite.co.uk/o/adult-safeguarding-31971650835>

Please take care to enter email addresses correctly onto Eventbrite, if the wrong email address is entered you will not receive reminders or joining links etc.

Many thanks

Julian Mouland
Adult Safeguarding Training



Good news from a Hamoaze client:

My time at Hamoaze House has been very productive - when I got here and had my assessment, I was a broken man. I ignored what was going on I took myself deeper into the dark rabbit hole. I got a call from Jan and it pushed me in the right direction. Hamoaze House gave me hope, realisation and understanding of what I was doing to myself, my environment and those around me. The group sessions are very helpful, listening and talking with other people who have addiction problem/issues. The groups of self-discovery and positive thinking gives the understanding and tools to grow and combat an ongoing problem. All the sessions give you an understanding of addiction issues, mental health and tools that will help to change the mindset. I have seen and feel a difference in my thinking, behaviour, and appearance. Hamoaze has allowed me to confront my addiction, except it and help bury it! I have been on several different types of programmes, but Hamoaze House has been the only programme that has clicked and had an effect! Hamoaze has given structure back to my life, so I know look forward to the day rather than hiding in the darkness and a bottle.

CC Housing update

CC Housing has been a part of an RSAP bid in partnership with the Alliance to provide 28 beds (Approx. 6 properties) and 3 x complex needs support workers to provide accommodation for individuals needing support to move out of temporary housing. This is aimed at individuals with a medium level of support need. There are 3 categories of support needs, and CC housing 28 beds fall under the below category:

Medium needs: *people who have a significant or repeat history of rough sleeping and/or have health, care and support needs best met through a housing-led placement with sufficient support. **We would typically expect 1 full-time employee for every 8-15 medium-need placements.***

<https://www.gov.uk/government/publications/rough-sleeping-accommodation-programme-2021-24/rough-sleeping-accommodation-programme-prospectus-and-guidance-outside-of-greater-london-html-version#what-are-we-seeking-to-fund>

Complex needs support workers cover the service between the hours of 8am-8pm Monday -Sunday and will cover their own properties (Caseload of 10) whilst also monitoring any other clients in colleagues' absence. A floating night worker will then cover all services both visiting and providing an OOH's service for all tenants.

CC Housing also have 22 properties in development across the city to provide support to individuals at the low/medium support need category. This will see a support worker supporting 25 individuals on a Mon-Fri,9-5 basis. This accommodation is available for up to 24 months and will focus on preparing individuals for permanent accommodation. Referrals can be completed via our website, or an A2A can be emailed to: info.plymouth@cchousing.co.uk . Our housing officer/ assistant will carry out an assessment on individuals referred to this service and will liaise with the clients and referring agent whether they are able to access our service.

Any general queries can also be sent to this email, and anyone from the team will be able to respond. The office can also be called (0333 366 1159 – Option 9) for any further information or to discuss a referral.