

## Horton Housing Update Report for SDHF & YPP

### Quarter 4 2016/17

#### Selby STAY Well:

- ***Floating support service for people with mental health issues living in the Selby District of North Yorkshire, who are in need of housing-related or other support to maximise and sustain their independence in the community, and to achieve their rehabilitation and recovery goals.***
- **Referrals** – Referrals have been less this quarter at 13, which was anticipated after the initial influx in Q3. Referrals have continued to be from SDC’s Housing Options & Community Officers, Community Mental Health Team, Community Recovery Team, Probation, NY Horizons, and self-referrals through our Drop-Ins.
- **Capacity of Floating Support** - The service remains at full capacity with 24 people in receipt of full floating support with an allocated Support Worker, all assessed as “HIGH Need/Risk”.
- **Number on Waiting List** - There is currently 13 people on the Waiting List for the service. All those on the Waiting List are offered support via our Drop-Ins, and if necessary we can provide one-off/crisis interventions to prevent escalation of crises.
- **Drop-Ins/One-Off Support** - People eligible for this service can present at existing Selby STAY Drop-Ins, as a means of accessing the service. We have not yet noticed an increase in presentations as a result of this, however are currently assessing the numbers of existing clients accessing Drop-Ins with mental health issues, as know this to be high. We are also now piloting an additional weekly Drop-In at our Selby Community Café through delivered by STAY Well Support Workers.

#### Selby STAY:

- **Capacity of Floating Support** – The service currently has a capacity of 36 clients/families, however this will increase to 48 quickly in Q1 now we are fully staffed. Out of the 36 people/families currently in receipt of support, three are young people aged 16 – 25.
- **Discharges this Quarter** – Fourteen people/families successfully exited the service this quarter, twelve of whom left through a positive planned move, and are now maintaining independent living.
- **Referrals** – We received 29 new referrals for floating support during the quarter, which is a further increase on last quarter. Referrals continue to be from a wide range of partners, however we have noticed an increase from Probation and Children’s Social Care this quarter. An increasing number of referrals are either extremely chaotic, with mental health, Class A drug use, and other complex issues and/or already far down the road of being at risk of eviction. There has been one referrals for floating support from YP Pathway this quarter.
- **Number on Waiting List** – There are currently no clients on the Waiting List for this service, owing to the increase in capacity from 34 to 48, and now that we are fully staffed, being able to directly allocate clients following assessment.
- **Drop-In/ Triage** – We have delivered 185 interventions via Drop-In/Triage support this quarter, which has been 127 individuals/families. The is a dramatic drop in interventions, but a significant increase in the number of people presenting. The main areas of support required through Drop-In/Triage have been:
  - Benefit Advice
  - Generic Housing/Homelessness Advice
  - Access to NYLAF and/or Food Bank
  - Mental Health

- **AOB this Quarter:**

- We now have **Ann Sawden** working full-time, and **Becky Howarth** working part-time, currently Monday, Tuesday & Fridays, making up the full staff team with Susie Ellis & Peter Holmes.
- We have had an exceptionally high number of people presenting at Drop-Ins for NYLAFs this quarter, which has presented very high demands on staff time, as well as raised some questions about our working practices in this area, which we are currently looking in to further. We expect that this is partly down to the fact that NY Horizons are no longer an Authorised Agent. People are presenting outside of Drop-In times, when we do not have capacity to deal with NYLAFs, and becoming frustrated having been sent by other agencies. We will investigate further, and also address internally, and liaise with NYCC.
- Digital Neighbours (ADD MORE DETAIL TO CIRCULATE WITH MINUTES)

### **GaTEWAY NY**

The service is an accommodation-related and health promotion support service, specifically for **Gypsies, Roma, Travellers and Showpeople** in North Yorkshire. It is commissioned by NY Supporting People Team and Public Health. The capacity is to work with 30 families intensively across the county, with the additional offer of Drop-In and Triage support, as well as group work, community cohesion work, supporting volunteers from GRTS communities, and undertaking Welfare Needs Assessment on Unauthorised Encampments, on referral from landowners. In Selby District, we have high demand for this service from GRTS in bricks & mortar, private sites, and on the two NYCC sites, which are managed by Horton's GaTEWAY Site Management Team. Selby District continues to be in the top two Districts with the highest percentages of clients, and Drop-In presentations. From October, this service has been managed by **Nickie Lamb**, who is also the GaTEWAY Site Manager. The Support Workers covering Selby District are **Linda Simpson & Laura Guest**.

### **Community Cafes**

From last week, we have ceased running the Cridling Stubbs Community Café. This was done in full consultation with those using the Café. We have worked closely with Selby AVS, and one of our volunteers, and are really pleased to have secured funding from the Selby Southern Community Engagement Forum to provide transport for people living throughout the Southern CEF, including Cridling Stubbs, to access our Eggborough Community Café. This means no one is losing a service. The Cafes currently running are:

- **Hambleton Village Hall – Tuesdays; Fortnightly; 10.30am - 12:30pm**
- **Eggborough Methodist Church – Wednesdays; Weekly; 10am – 12pm**
- **Coultish Centre, Selby – Wednesdays; Weekly; 1 – 4pm (Including South Yorkshire Credit Union Outreach Point)**
- **Calcaria House, Tadcaster – Thursdays; Weekly; 1 – 4pm**
- **Grove House, South Milford – Tuesdays; Fortnightly; 1 – 4pm**

Unfortunately we will soon be stopping running transport to our Selby Community Café, due to funding, however to counteract this, from the first week of June, we will be launching a new

fortnightly Community Café on Abbots Road, running from the Cunliffe Centre. This will run on Tuesdays; 1.30 – 4pm on the first & third Tuesday of the month. More information to follow. Programmes of activities are circulated monthly, and are based on the feedback from those attending. If anyone wishes to attend as a Pop-Up Partner, let us know, and also if anyone wishes to be added to the mailing list, please also let us know.

We have over 120 people attending each week, ranging from young people with mental health issues, people with learning disabilities, through to the frail elderly. The sessions are vibrant and diverse, and offer a safe and welcoming space, where people can build up informal and formal support networks, have fun, and learn.

**Hannah Brown**

**24.04.17**