

11.4 Homeless Health and Wellbeing

Improvement Project Title:

Housing First Program, Chronic/Cyclical Homelessness Program for those with Multiple Complex Needs.

Executive Sponsor (Chair of Outcome Improvement Group):

R.I.S, Housing First Consortium Board.
Sandra Ross / Derek McGowan

Project Lead:

Mike Burns, Chair of the HF Consortium Board & CEO Aberdeen Cyrenians.

Aim statement (What are we trying to accomplish? Over what time? Numerical target for improvement?)

Improve the Health and Wellbeing* Outcomes for at least 50% of homeless people/program participants (30 individual participants) in the Housing First Pathfinder Program in Aberdeen City by 2021

*Note: Wellbeing (sometimes referred to as 'Health & Wellbeing') comprises aspects of feeling good and functioning well (Dep't of Health, 2014) It is understood in two dimensions; 1, subjective wellbeing, which is self-reporting of an individual's experience of their life; and(ii) objective wellbeing, which is based on comparisons of life circumstances with social norms and values.

Link to Local Outcome Improvement Plan:

This project aim is linked to Stretch Outcome 11, Healthy Life Expectancy (time lived in good health) is five years longer by 2026; against the key driver to support vulnerable and disadvantaged people, families and groups..

The scope of the project will specifically target those with multiple complex needs who have a history of cyclical homelessness, chaotic mental health and substance misuse often entwined with repeat offending and custodial periods. The number of those with MCN and cyclical homelessness across the City of Aberdeen is identified within the Indigo House, Homelessness HUBs Scotland report (2018) as being approx. 216 individuals. The HF program is set to engage with 60 (The Stretch Aim) of this population segment over 2019/20. The target group for the LOIP 19 – 21 = 30 HF program participants.

Why is this important

The Housing First program will work with 60 program participants over April 2019 to March 2020 the target to 2021 is 120 program participants.

The current number of days it takes to 'home' someone with MCN is 160 days; our target is to reduce this to 60 days.

The Scottish Governments HARSAG report and recommendations (07.12.18) set out the Scottish Governments position and ambition to reduce cyclical homelessness in those with MCN through the introduction of the 5 Housing First Pathfinder Programs across the 5 major Scottish cities.

Housing First is an innovative national pathfinder programme to work with participants in a preventative manner. For most of these participants 'Early Intervention' has long since passed as they will have been locked in a pattern of cyclical homelessness for many years. The reasons for this will be multiple and complex but it is clear from international and national research (HF Heriot Watt University) that homelessness is a consequence of the individual's needs not been looked at in a holistic and joined-up way.

Programme participants will in many instances have been in contact with many statutory services and partners in the past:

- Adult Social Work
- Emergency Department (A&E)
- Mental Health Services
- Substance Misuse Services
- Police Scotland
- Scottish Courts Service
- Criminal Justice Social Work
- Children & Families Social Work
- Scottish Prisons Service
- Local Authority Housing Department
- 3rd Sector Homelessness Organisations

Just by reading the list above it is easy to see how an individual's pathway would naturally touch on all these services during a chaotic period in their life in as little as a couple of months. In most cases the person is lost, with no connection or tie to anyone or anything. Housing First seeks to give to anchor points – a safe and secure home and, the support the person needs to, initially, sustain their tenancy and over time to get back on top of their issues and begin to cope better so that they will (re)gain the skills and confidence to live independently.

The expected impact is as set out in the project aim, the improvement of health and wellbeing in HF program participants as measured through the Recovery Outcomes Web tool (more detailed information in Appendix A) resulting in less A&E presentations, reduction in mental health episodes which lead to chaotic substance misuse and offending episodes. Additionally, the RTTP draft (March 2019) sets out the current number of days it takes to 'home' someone from homelessness, with Multiple Complex Needs, MCN is 160 days; the target is to reduce this to 60 days.

Measures: (How will we know if a change is an improvement?)

Outcome measures:

The self-reported scoring against the following criteria will be used to gauge participant wellbeing, [see link to detail of scoring](#).

- Substance (Drug and/or Alcohol) Use
- Self-care and nutrition
- Relationships

- Physical Health & Wellbeing
- Mental Health and Wellbeing
- Occupying Time and Achieving Goals
- Housing and Independent Living
- Offending
- Money Matters
- Children

Within the LOIP we aim to see 50% of HF program participants will have improved health and wellbeing outcomes; this will also reflect tenancy sustainment which we believe will in turn create a reduction in cyclical homeless rates, A&E admissions, criminal justice episodes and an overall positive cost impact on statutory services from a group which currently demands an increasing demand on these services through their chaotic behaviours.

Measurements will be taken on a fortnightly / monthly basis as part of a support review / goal setting meeting between support worker and programme participant.

Individual scores will be tracked over time to demonstrate improved health & wellbeing outcomes and holistic support given to address participant's priorities.

Process measures

- [% of participants given a home of their own first time](#)
- Number of participants on programme / tenancies being sustained
- Number of participants recording improved wellbeing scores
- Percentage of participants with improved self-reported health and wellbeing outcomes
- ACC housing department homeless recording data, this will enable us to measure date of statutory homeless decision against date of entry to a 'home'.
- No. of days between homeless decision and placement in permanent home.

Balancing measures

- Number of participants engaging in additional educational programmes
- Number of participants taking up paid or voluntary employment
- Number of participants serving custodial sentence

The use of data recording information regarding personal health and wellbeing outcome collated through the In-Form data collection system.

Programme Evaluation

Heriot Watt University have been engaged to carry out the evaluation of the national Housing First Pathfinder program, this will provide robust secondary data on health and wellbeing outcomes for all program participants. This research will also develop a cost impact analysis of benefits gained or lost.

Benchmark historical chronology of health and wellbeing through lived experience, 1 to 1 interviews and program participant's questionnaires.

Change ideas (What changes can be made that will result in improvement?)

There are two main groupings of change ideas which are central to this project – fundamental changes in the way we interact with the participant cohort, namely:

- We will give participants a **home of their own first time**, not temporary “steppingstone accommodation, a tenancy they can maintain;
- We will provide **intensive support to the participant** to work through their own issues with a view to reducing their level of chaos and complexity and ultimately seeing the individual maintaining their own wellbeing and tenancy.

Further targeted change ideas can be grouped under support and deployed as appropriate to the participants circumstances and priorities are:

Substance (Drug and/or Alcohol) Use – commencement of a managed drinking programme aimed at reducing alcohol consumption, engagement with SMART (peer) recovery groups

Self-care and nutrition – goal setting around healthy weight management, one-to-one cooking and meal prep tuition.

Relationships – support to re-engage with positive social networks, support in development of new social support network

Physical Health & Wellbeing – Ensure participant is enrolled with a GP practice that is appropriate to their circumstances and accessible, support to access initial health check, development of health literacy abilities to enable self-care

Mental Health and Wellbeing – ensure participant can access and engage with mental health treatment where appropriate, engagement with appropriate mental health therapeutic interventions, support to develop positive coping mechanisms, development of self-awareness around triggers and deployment of coping mechanisms

Occupying Time and Achieving Goals – keeping a daily and weekly planner to encourage appointment keeping and build a pattern of meaningful activity, development of personal goal setting abilities

Housing and Independent Living – development of personal household management skills,

Offending – support to reduce offending behaviour, support to engage with CJ interventions

Money Matters – development of budgeting skills

Children – support to maintain / (re)develop relationship with participant's children (if applicable)

Potential risks and/or barriers to success & actions to address these

There is a risk that we cannot get enough properties / tenancies to house programme participants. This will be mitigated by working with all partners in the consortium to identify properties earmarked for the HF programme – this may be achieved in part by addressing identified lags and delays within current processes.

Project Team:

Aberdeen Cyrenians are a homelessness organisation in the City of Aberdeen; they are also the lead agency in the Housing First National Pathfinder Program Consortium in the City of Aberdeen. They currently chair the consortium board, which will take forward this test of change as a program board. The other partners in the consortium relevant to this aim are Aberdeen City Council, HSCP, Aberdeen Foyer and Turning Point.

The Project Team for the delivery of the LOIP project are:

The Housing First Consortium Program Board
 Mike Burns Chair
 Stephen McNamee, Aberdeen City Health & Social Care Partnership
 Eileen Edwards the Housing First Service Manager.

**Outline Project Plan - Set out your initial plan about the timeline for your project.
 (This should be reviewed regularly)**

Project Stage	Actions	Timescale
Getting Started (Project Score 1-3)	Forming the improvement team Understanding the current system Developing the project charter Gathering and analysing baseline data Final project charter considered by CPA Board	Complete July 2019 September 2019 December 2019 December 2019
Designing and Testing Changes (Project Score 4-7)	Identifying changes and prioritising engagement with customers & colleagues Identifying the people, place to start testing	December 2019 Ongoing throughout March 2019
Implementing and sustaining changes that demonstrate improvement (Project Score 7-10)	Plan to be developed further based on findings from project	December 2020
Spreading Changes (Project Score 9-10)	Plan to be developed further based on findings from project and from other Pathfinder areas in Scotland	December 2021

Appendix A

