



Bristol City Council

Floating Support Services

Needs Analysis

July 2022

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Executive Summary

This needs analysis presents information on the needs of people who may require resettlement or floating support to:

- Maintain their current 'unsupported' Temporary Accommodation; currently there is no service provision focussed on this.
- Young people moving-on from supported accommodation; currently there is no service provision focussed on this.
- Adults moving-on from supported accommodation; currently a commissioned resettlement service provided by Live West.
- Sustain current accommodation (when a resident is at high risk of losing a tenancy); currently a service is provided by BCC Tenant Support Service and to an extent by the Bristol Vulnerable Parents Floating Support Service.
- Move into more appropriate accommodation.

This report includes data from those staying in a range of BCC commissioned or paid for short-term accommodation settings to prevent and relieve homelessness to illustrate potential support needs to help with move on.

Information in this report will be used to develop an understanding of the current resettlement/floating support delivered and to identify any gaps that need to be filled.

The report proceeds as follows:

- The **introduction** outlines the purpose of the Needs Analysis and links to other reports completed or in development, which are focussed on floating support specifically provided to those in accommodation to prevent and/or relieve homelessness.
- **Bristol Demographics and Joint Strategic Needs Analysis (JSNA) Data**

Gaps in provision (needs identified)

The population of Bristol is now estimated to be 465,900 people and has become increasingly diverse, which is an indication of a growing demand on services.

- The BAME population make up 16% of the total population in Bristol. This is an increase from 8.2% of all people in 2001, an indication of growing demand for floating and resettlement services to support vulnerable people maintain and settled in the community.
- A survey commissioned by Bristol Healthwatch evidenced that 61% of participants had sought help for anxiety or depression, 35% stated they had a physical health condition expected to last 12 months or more, 24% stated they had a mental health condition expected to last 12 months or more is an indication of need for longer support period.
- Based on the 2015 resident population there were up to 31,500 Lesbian, Gay and Bisexual people living in Bristol. There is a potential gap for a floating support service for this group of people with support needs.

- Rates of young people admitted to hospital due to self-harm (512 per 100,000) are still significantly worse than the England average (430 per 100,000). An indication of long-term floating/resettlement support for young people.

Section A: Data from Existing Resettlement Service & Floating Support Services

• Preventing Homelessness Accommodation Pathways – Resettlement Support Service Data

This report includes information on the needs and outcomes of the people using the Resettlement Service and also considers the data of other BCC Floating Support Services. At the time of writing, the Pathways Resettlement Support Service which commenced on 2nd July 2018 is due for recommissioning for a new contract to be in place starting 23rd October 2023. The service has received 464 referrals and placed 448 clients in the service since it commenced. This needs and gap analysis will further inform the commissioning plan for this service moving forward. Included in the scope of this needs analysis is a broad range of support needs presented by homeless singles, couples, and families.

Gaps in provision (needs identified)

- Over 50% of the clients have mental health needs and 46% have physical health needs.
- 33% (one third) have drugs & alcohol support needs and 11% have support needs relating to Domestic Abuse & Sexual Violence (DA & SV).
- 83% of clients not in employment, education, training or volunteering.
- The joint transition work is not effective as it could be, resulting in Housing Benefit (HB) and Universal Credit (UC) claims not setup in a timely manner.
- Resettlement Service staff need additional expertise around an understanding of specialist services that support people with more complex and enduring mental health and other support needs.
- A longer period of resettlement support would be of benefit.

• Bristol Vulnerable Parents Alliance Floating Support Service Data

275 people were supported to maintain or move into independent longer-term and permanent accommodation between 2019 to 2022.

Gaps in provision (needs identified)

- 50% of clients have mental health support needs.
- Lack of referrals from Emergency and Temporary Accommodation into BVPA floating support services resulting in low numbers of clients on the BVPA floating support waiting list.
- There are 96 low support, 9 medium support and 9 high support male households in Emergency and Temporary Accommodation, however none have been referred to floating support services.
- Specialist support for families with learning difficulties would be of benefit.

- **Tenant Support Service Data**

271 floating support clients were placed into the service and 280 planned departures (229 floating support and 51 advice & assistance cases) during the period 1st April 2021 to 31st March 2022.

Gaps in provision (needs identified)

- 44% of clients have mental health needs and 29% have physical health needs.
- The service has no capacity to support people presenting complex mental health problems.
- Support time is limited, therefore longer support time is required.
- Co-ordination of various floating support services that can identify gaps and overlaps between cohorts and services.
- Lack of specialist drug/alcohol floating support Service. There is the Substance Use Team now, but it is very small, and there is a big demand for this type of service.
- Lack of specialist mental health support services to meet the rising demand.
- A specialist quick response mental health service providing resettlement support would be advantageous, to help set up tenancies until longer term mental health related support can be provided.

Section B: Potential Referral Routes to Current Floating Support Services

- Information from the **Preventing Homelessness Accommodation Pathways – adults (22+)** highlights that since 28th October 2017, 1,495 people have left this supported accommodation in a planned way and moved into longer-term accommodation were referred into the Resettlement service.

Gaps in provision (needs identified)

- Low numbers in relevant planned and unplanned departures from pathways are referred to Resettlement support, however the level of support needs suggests a higher rate of referrals is required.
- Over 50% of clients have mental health support needs and over 25% of clients have physical health needs. This suggests there is a need for a resettlement support service with specialist knowledge and capacity to support clients referred but also to support them to engage with specialist support services i.e., mental and physical health related services.

- Information from the **Young People’s Housing & Independence Pathway** is included, showing number of young people who were supported to move into independent longer-term and permanent accommodation, and those who have returned within 6 and 12 months of their planned departure or previous closure in 2019-2022.

Gaps in provision (needs identified)

- Young People moving out of the Young People’s Pathway have no clear referral route for resettlement support or floating support service to support them when moving into longer-term and permanent accommodation. The data shows that in total, 106 young people have returned to services for support following their planned departures or upon closure of their cases within 6 and 12 months. A further 8 young

people have returned to high support services within 6 months of their planned departures.

- A resettlement support service to support young people to take up and maintain education, training, volunteering and or employment opportunities is vital and missing from existing service provision.
- A resettlement or floating support service that can help young people moving into settled accommodation to continue to engage with specialist support services i.e., mental health related services.

- **The wider needs of homeless households in Emergency and Temporary Accommodation**

This includes information on singles, couples and families staying in a range of short-term accommodation settings to prevent and relieve homelessness. Currently, there are 797 households in emergency and temporary accommodation, 404 identify as singles and 398 identify as couple or families. From the 797 household in emergency and temporary accommodation only 35 families and 78 singles have been referred for floating support.

There is a variety of Rough Sleeping Initiative (RSI) funded floating support services but most of these households in Emergency and Temporary Accommodation do not qualify to access these services due to the criteria set for these RSI Services.

Gaps in provision (needs identified)

- Floating support for singles in temporary accommodation would be beneficial to address support needs across all levels of support, while waiting for supported accommodation. Some of them may be supported to return to family or friends and take up private rented tenancies where this is appropriate.
- Floating support for families in temporary accommodation would be beneficial to address medium and low-level support needs in particular, while waiting for supported accommodation as outlined above.
- Floating support for young people aged 16-24 in temporary accommodation would be beneficial to address high and medium support needs in particular.

Section C: Mapping other floating support services and data included

- Data is included that examines a range of other floating support services, and furthermore, outlining the needs and outcomes of people using these services. A table mapping out the range of other floating support services is presented, which covers the services provided for those at risk of or experiencing homelessness.

Gaps in provision (needs identified)

- Longer-term support services to support people with enduring mental health issues would be beneficial.

- There is a long waiting list for the “Help When You Need It” floating support mental health service, which highlights the high demand for this type of service.
- Data limitations are acknowledged, and improvements are identified.

DRAFT

Introduction

This Needs Analysis presents the needs of homeless households: singles and couples or families; in Bristol, who are either at risk of, currently experiencing or recovering from homelessness, to inform the forthcoming Floating Support Services Commissioning Plan.

Thus, data is presented from the current Preventing Homelessness Accommodation Pathways Resettlement Service, Bristol Vulnerable Parents Alliance Floating Support Service, BCC Tenant Support Service, Preventing Homelessness Accommodation Pathways – adults (22+), Young People’s Housing & Independence Pathway and other services commissioned or paid for by Bristol City Council.

However, there is limited data available on the wider range of other floating support services potentially accessible to homeless households. However, this report does provide high level mapping and some data available for other homelessness related floating support services in Bristol.

Out of scope for this needs analysis

It is also acknowledged that there are also several other reports available, or in progress, which analyse the needs of homeless households from a specific perspective for example, those facing multiple disadvantages, linked to those Rough Sleeping Service and the accommodation needs of families requiring supported accommodation.

However, the focus in this needs analysis is on ‘floating’ support needs or move on (resettlement) support but not on the direct accommodation needs. So have included the potential demand from those placed in ‘unsupported’ TA who have support needs but excludes need/demand for supported temporary accommodation itself.

Bristol Demographics and Joint Strategic Needs Analysis (JSNA) Data

As part of this needs analysis, it is important to consider the current and estimated future demographics of the wider population of Bristol¹, which is the largest city in the Southwest and one of the ten 'Core Cities' in Great Britain.

- The population of Bristol is now estimated to be 465,900² people and has become increasingly diverse.
- The proportion of the population who are not 'White British' has increased from 12% to 22% of the total population.
- Bristol has a relatively young age profile with more children aged 0-15 than people aged 65 and over.
- The Black, Asian or Minority Ethnic group (BAME) population (all groups with the exception of all White groups) make up 16% of the total population in Bristol. This is an increase from 8.2% of all people in 2001.
- 'White British' make up 78% of all people and 'White non-British' (include the Eastern European population as well as 'White Irish' and 'White Gypsy or Irish Traveller') make up 6% of all people.
- Based on the 2015 resident population there are up to 31,500 Lesbian, Gay and Bisexual people living in Bristol.
- A new survey commissioned by Bristol Healthwatch regarding LGBT Health Needs was published in 2016 evidence that 61% of participants had sought help for anxiety or depression and 35% stated they had a physical health condition expected to last 12 months or more. 24% stated they had a mental health condition expected to last 12 months or more.

¹ Population of Bristol - December 2021

² ONS 2020 Mid-Year Population Estimates

Section A: Data from Resettlement Support Service to be recommissioned and other Floating Support Services

Introduction

This section covers the needs and outcomes data of the current Resettlement Support Service that is attached to the Preventing Homelessness Accommodation Pathways for adults, as well as that of the BCC commissioned Bristol Vulnerable Parents Alliance Floating Support Service, and both BCC Tenant Support Service and Community Support Team.

- The focus of the current resettlement support service is adults aged 22+ (but excludes families or young people).
- The focus of the current Bristol Vulnerable Parents Alliance Floating Support Service is on vulnerable and young families (but excludes families with older children).
- The focus of the current BCC Tenant Support Service is more targeted at those households in settled accommodation but at high risk of losing their tenancy. To be eligible for the service, people must meet the eligible criteria and meet the level of vulnerability required to access this service, have a need for housing-related support to prevent homelessness or to assist clients who are homeless, and have recourse to public funds along with a clear local connection to Bristol, or have settled tenure in Bristol.

Preventing Homelessness Accommodation Pathways Resettlement Support Service Data

Introduction

In July 2018, the Pathways Resettlement Support Service was set up to work closely with the four pathways to prevent people from becoming homeless again after a departure from the preventing homelessness accommodation pathways. The contract for this service is due to end on 22nd October 2023.

The Resettlement Service provides support to people who have left the preventing homelessness accommodation pathways, including couples and a small number of women with dependent children (who may have been accommodated in pathway 3). Most clients are aged 22+. The only criteria for the pathway resettlement service are as follows:

1. Someone is leaving or has left one of the accommodation pathways; and
2. They would benefit from a period of resettlement support to sustain their new accommodation.

Referrals to the Resettlement Service all originate from the preventing homelessness accommodation pathways and are primarily for people who are leaving the pathways in a planned way and those who have moved in with friends or family and not privately rented accommodation, however these options are not thought to be sustainable.

Departures and Outcomes Data

The key performance indicators set for the Pathways Resettlement Service are shown below and cover the last three years of service performance (2019-22).

Key Performance Indicators – outcomes against targets

	Target	Indicator	Outcome
1.	Responsiveness – the number of referrals to which the service takes more than two working days to respond	0%	0%
2.	Successful resettlement – the percentage of people who are supported by the resettlement service following a planned departure from the adult pathways who are still in suitable accommodation at the end of the support period.	At least 95%	98.51%
3.	Preventing repeat homelessness – the percentage of people who are supported by the resettlement service following a planned departure from the pathways who are referred again to the homelessness pathways in the year following their departure.	No more than 10%	2%

The Resettlement Service has responded to all referrals within the target of 2 working days. The service has achieved 463 planned departures and 4 unplanned departures (98% successful resettlement). There were 13 (2%) clients who were supported by the Resettlement Service following a planned departure from the pathways who are referred again to the homelessness pathways within the year following their departure. Additionally, although there are no targets against these outcomes, the service has received 464 referrals and placed 448 clients in the service, with an average duration in service of 210 days and 1.3% refusal rate due to risks.

The anticipated numbers of planned departures from the adult pathways calculated ahead of the service starting have been higher than the actual numbers. These were partly due to the increase complexity of client's support needs resulting in longer support time, lack of appropriate move-on accommodation for those ready to move-on, the recent impact of the Covid-19 pandemic on clients and services experiencing a delay in voids maintenance and turnaround of voids. The Resettlement Service does not have a waiting list to assess demand, but it relies on the numbers of appropriate departures from the preventing homelessness accommodation pathways.

The data below shows the quarterly referrals made into the Resettlement Service during the period April 2019 to March 2022 and the actual planned departures from the pathways. The data is indicating that from the total of 981 planned departures from the adult pathways, only 464 (47%) were referred into the resettlement service.

Year	Quarterly Referrals to Resettlement Service				Annual Referrals to Resettlement Service	Annual Pathway planned departures
	Q1	Q2	Q3	Q4	Totals	Totals
2019-20	28	25	25	56	134	355
2020-21	52	44	50	54	200	341
2021-22	37	25	23	45	130	285

Overview of Needs and Equalities Data

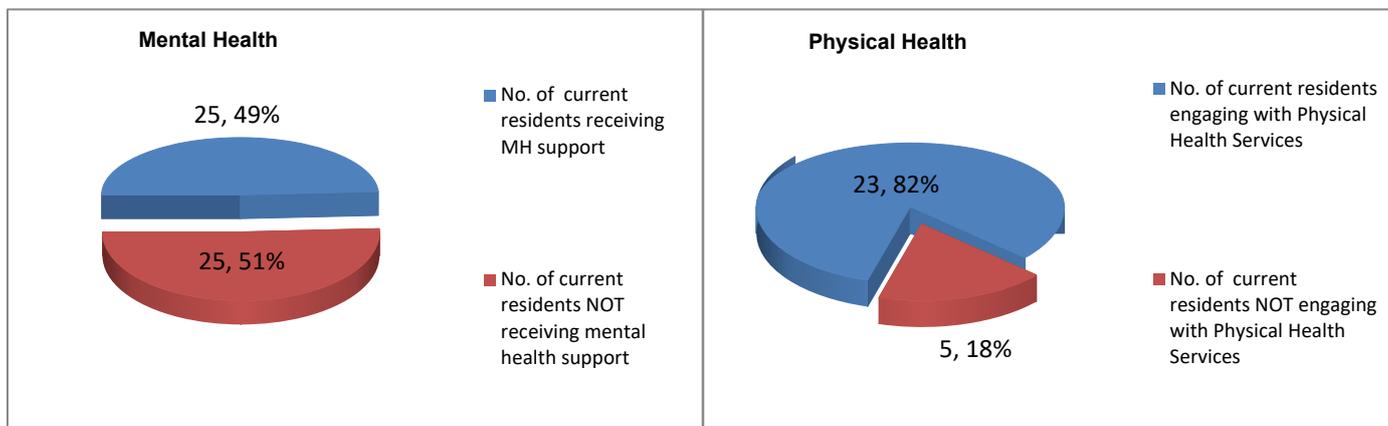
Introduction

The homelessness contracts and commissioning team collects quarterly client needs data from the Resettlement Support service. The needs data below represents a snapshot of clients in the service for the period 1st April 2021 to 31st March 2022.

Current Service User Needs Analysis

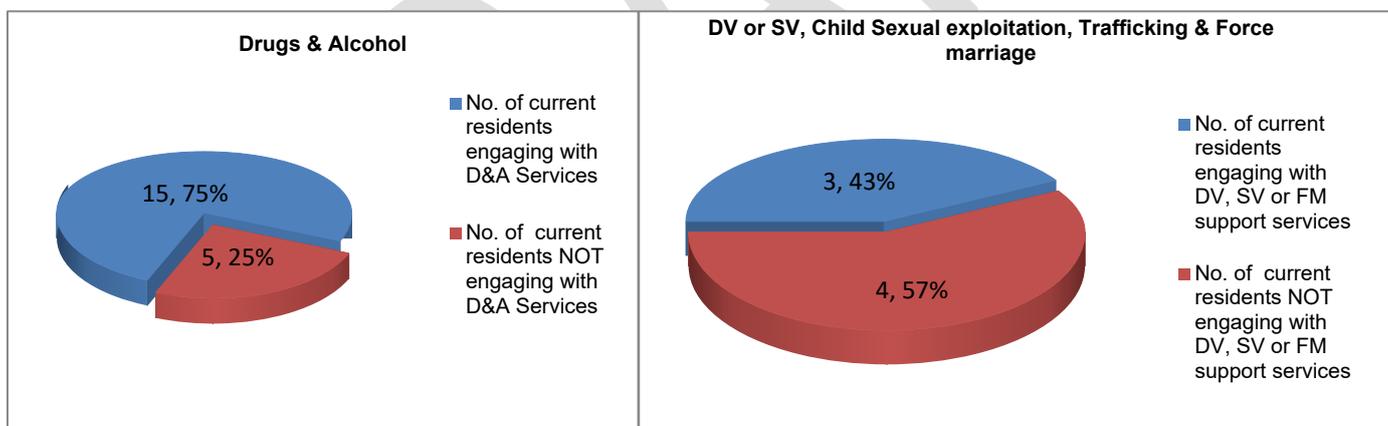
Between April 2021 to March 2022, on average per quarter, there were 61 clients supported by the service. The data below shows that 50 (82%) have mental health related support needs and 28 (46%) have physical health related support needs.

Some clients are presenting low-level mental health related problems, anxiety & general depression, and do not require support from specialist services, however there is a high threshold set by the specialist support services that must be met for support to be provided. The restrictions due to the Covid-19 pandemic also had an impact on client engagement as services were only providing online support or providing a very limited face-to-face service that did not meet the demand.



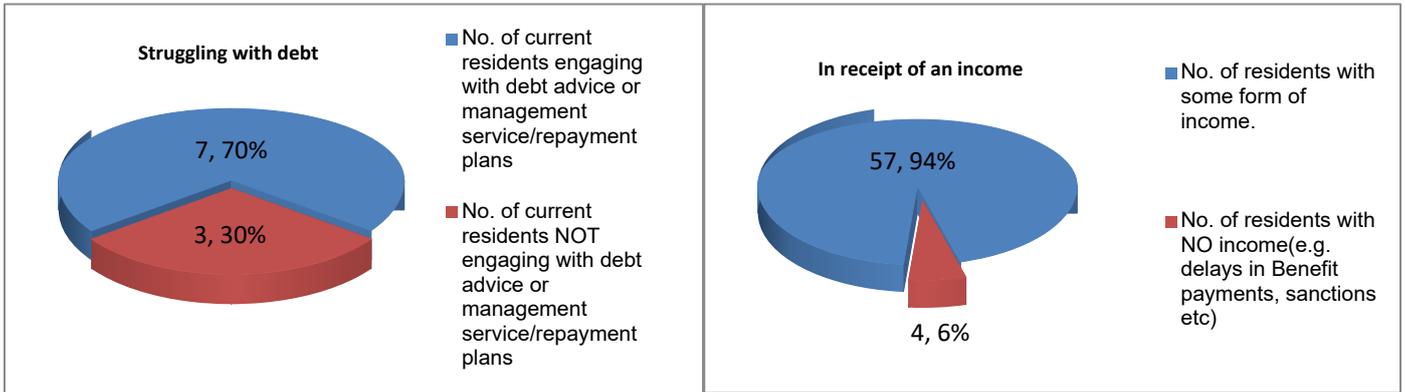
The data below shows that 20 (33%) of clients have drug and alcohol related problems and 7 (11%) have support needs relating to domestic abuse & sexual violence, child sexual exploitation or trafficking, or forced marriage.

The effect of restrictions due to the Covid-19 pandemic has resulted in many drug and alcohol support services being closed and replaced by online support, thus reducing the accessibility for clients to engage with online drug and alcohol support services. Services have steadily been opening up again and service users are reconnecting or connecting anew with these services.

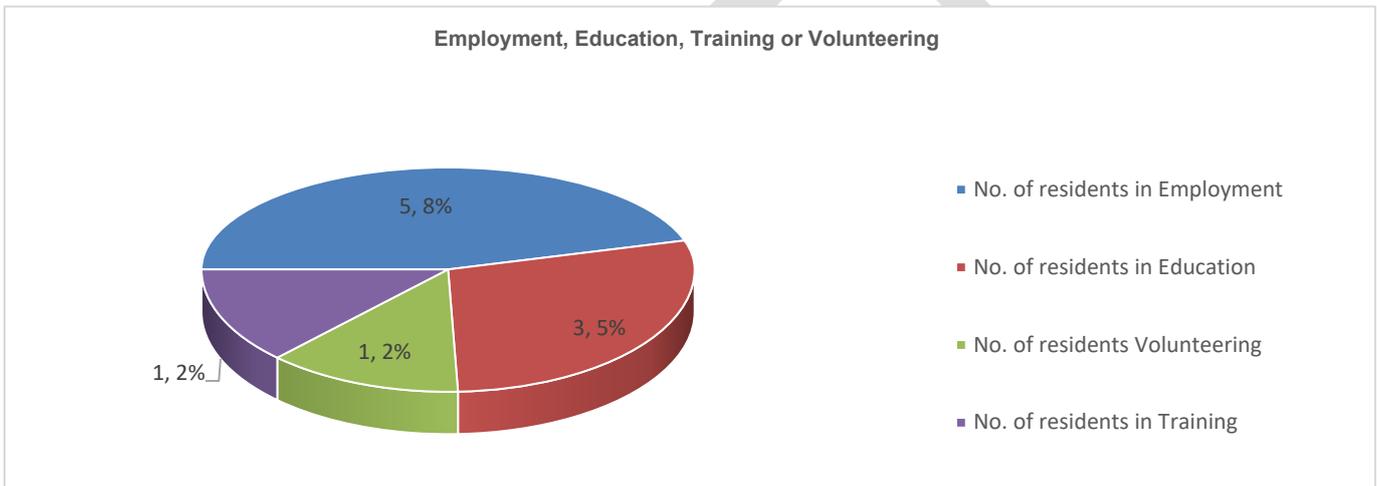


The data below indicates 10 (16%) were struggling with debt and money-related problems and 4 (6%) were identified as having no income, for example, due to delays in benefit payments or financial sanctions placed on them.

The last 2 years has seen a reduction in the number of referrals made to money advice and support services.



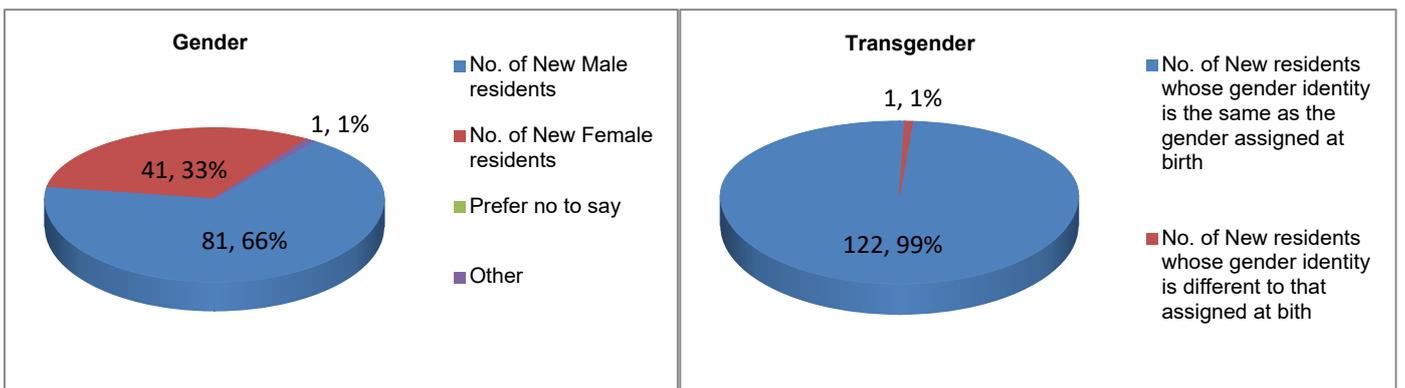
The data below shows that 10 (16%) clients were either in employment, education, volunteering or in training. This means on average, 51 (83%) of clients were not in employment, education, volunteering or training. The reasons for low numbers of people on employment, education, training and volunteering could be due to a reduction on services available coming out of the restrictions relating to the Covid-19 pandemic and the fact that the benefits system makes it difficult for those looking for work to be able to afford to live in supported accommodation.



Equalities Analysis – Current Service Users

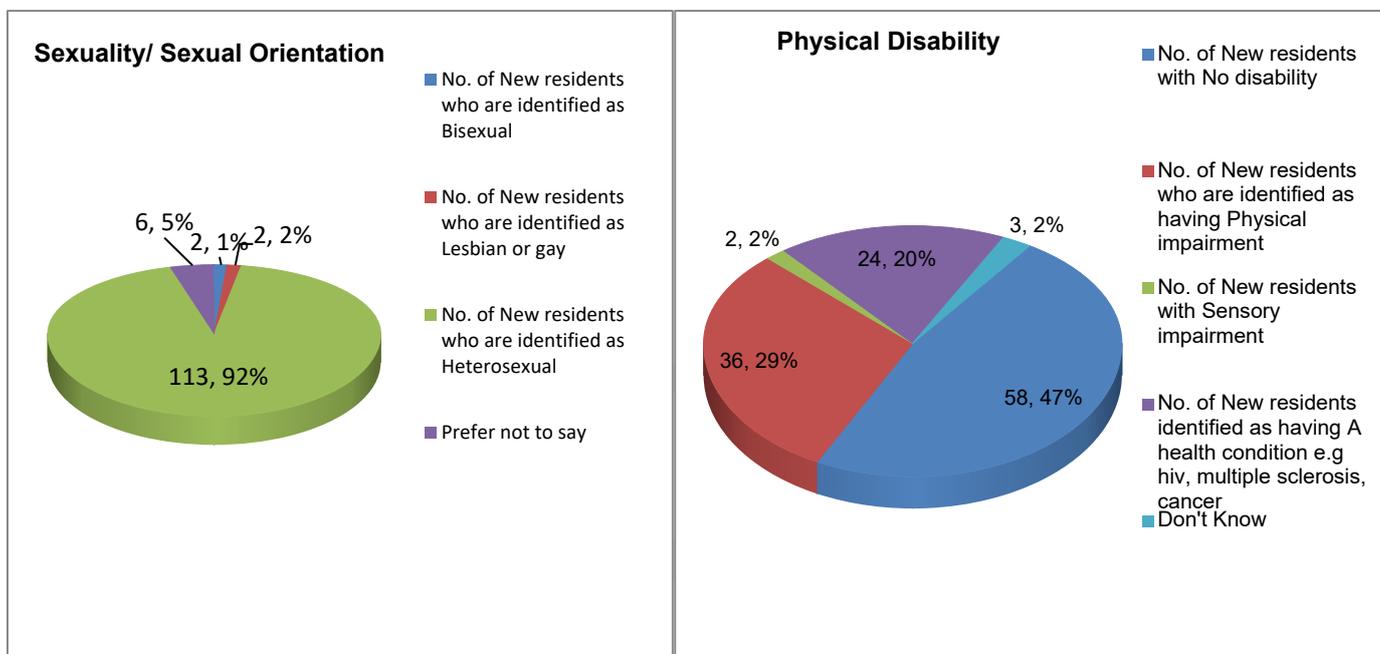
The equalities analysis is based on new placements into the Resettlement support services for the period 1st April 2021 to 31st March 2022.

There are more male only places or units in the pathways than women only places or units, hence more male clients being referred to the Resettlement Service. The data below shows 81 (66%) of male and 41(33%) of female placements in the service, compared to Bristol demographics of 50% male and 50% female. In terms of the wider Bristol demographics, on average, 4% represents gender identity that is different to that assigned at birth in comparison to the preventing homelessness accommodation pathways new placement data of 1%.

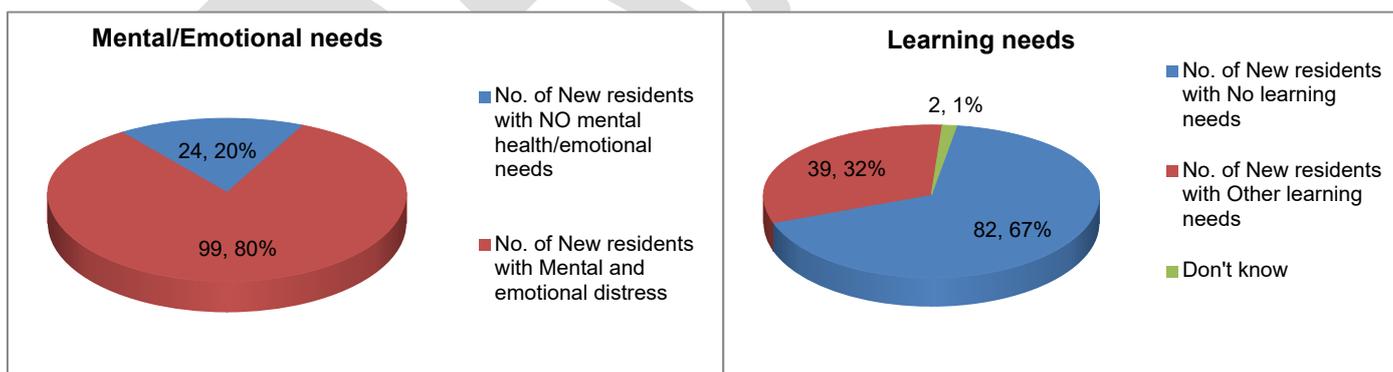


The data below indicates that 4 (4%) of new clients report to be bisexual, lesbian or gay in comparison to Bristol demographics of 9%. There is a gap here which could also be due to staff not being comfortable with asking the question around sexuality or clients are not comfortable disclosing their sexuality and therefore 6 clients (5%) preferred not to disclose this.

The new placement data indicates that 36 (29%) of clients have a physical impairment, 2 (2%) have a sensory impairment and 24 (20%) of clients have a health condition (e.g., HIV, Multiple Sclerosis, Cancer). In total, 62 (51%) present these needs, in comparison to the Bristol demographics of 17%.

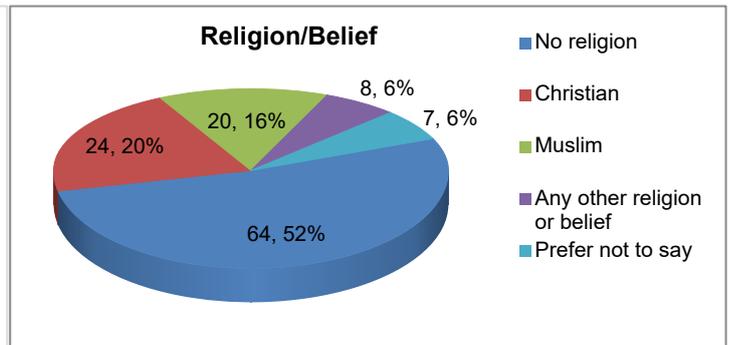
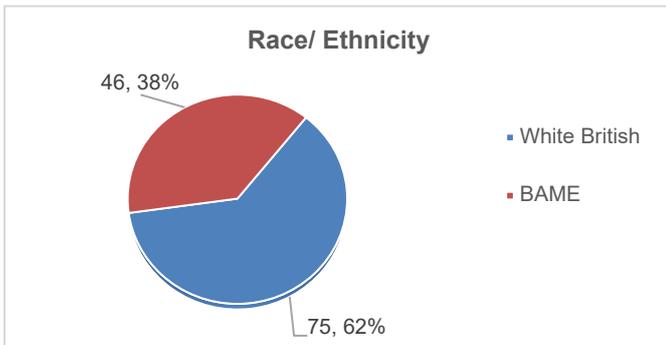


The data below indicates that of the total of 123 new placements, 99 (80%) have mental and/or emotional needs and 24 (20%) have no mental health/emotional needs. 39 (32%) have other learning needs, 82 (67%) have no learning needs and 2 (1%) do not know whether or not they have other learning needs.

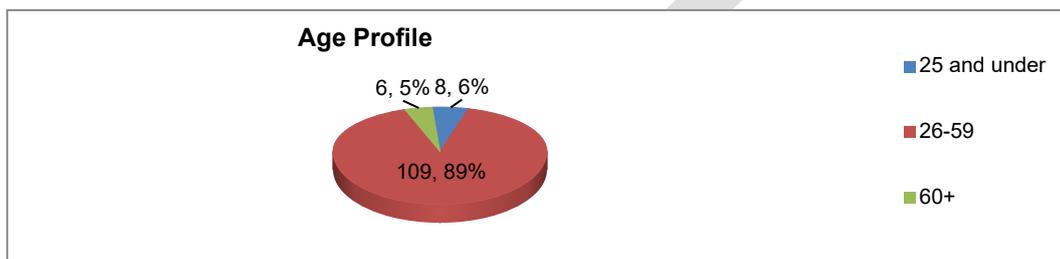


The data below indicates a high percentage of people from a BAME background; 46 (38%) in the new placement data in comparison to Bristol Demographics of 16%. 75 (62%) of clients reported to be from a White background in the new placement in comparison to Bristol demographics of 84%.

Data on religion or belief suggests that there is a high proportion 64 (52%) of clients presented in the new placement data who do not hold a religion or belief in comparison to Bristol demographics of 37%. Data also suggests that fewer; 24 (20%) of people, are reporting to be Christian in comparison to Bristol demographics of 47%. Data further suggests that 20 (16%) of clients are reporting to be Muslim in comparison to the Bristol Demographics of 5%. A total of 7 (6%) of clients prefer not to disclose their religion or belief.



The data below indicates that of the total of 123 new placements, 8 (6%) are aged 25 and under, 109 (89%) are aged between 26 to 59 years, and 6 (5%) are 60 years and over. The service was designed for people moving on from the preventing homelessness accommodation pathways, hence most clients are aged 26-59.



Client & Staff Voice

Client Voice

What difference has the service made to your life?	How easy was it to access the service?	Are we or have we met your needs?	Is there anything we could have done differently?	Do you feel you were prepared for independent living before you accessed our service
SW was helpful, kind and went above and beyond helping with a carpet from charities	I can't remember how I accessed the service. I think someone did it on my behalf	All my needs were met, I literally couldn't have asked for anything more.	Absolutely not. It exceeded all expectations, and I cannot express my gratitude enough.	Definitely, not
I was supported with moving but I had a very bad start with my first support worker.	I think my previous support worker did it for me. I can't remember.	My needs were only partly met. I feel like there is so much more I still need help with, and we are coming to the end of my support.	Yes, I think that I am being discharged too soon when not all of my needs have been met	Yes, I felt I was ready.
I felt like I was helped an awful lot. My SW made my life so much easier.	I cannot remember how I came into the service	Yes, all my needs were met, SW was just amazing and helped me with everything	Yes, I feel like I needed support for longer. I need to get my life back on track.	No, I wasn't before and I'm not now.
I feel like there was always someone to speak to. My SW help me with furniture and carpets.	I don't remember how I accessed the service	All my needs are being met by my housing officer and SW both are brilliant	I have asked them to take my service charge straight from my benefits but that is not happening.	No. I wasn't prepared before because I am dyslexic and can't always remember things
Getting my own place has been a relief and given me a sense of security. I feel happier with family close by and hope to continue my recovery	Difficult journey getting here, and I've suffered but ok now with resettlement	My SW was great, helping with letters and settings things up.	No - SW was helpful and a nice person. She was easy to speak to.	It was traumatic living at my last place and saw some horrible things. I am now starting to learn to do things.
Change it for the positive. It was what I had needed for a long time.	Easy to bid for property, I was patient and not fussy. Resettlement easy to access.	MY SW is good, worked with me to get what I need.	don't think so - it's been good.	I felt a little overwhelmed when I moved. I have support with my mental health which has helped adjust

Helpful for setting things up and having someone available to talk to for support. Also had help with an item from charity.	Easy, all arranged by ARA	All my needs were met, had good support, and follow up calls too	All good, only think that would have been better was to get help with more charity items	I did feel prepared. My last place at ARA was a self-contained flat so I did have some experience learning to pay bills.
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Staff feedback

- Some clients can manage, but a lot of them struggle setting up bills, understanding formal letters.
- Those in receipt of UC do not understand that their HB will stop after they leave supported housing and will need to claim housing costs promptly, so rent is covered.
- Clients are often asking for help with moving costs when it is too late for resettlement to help.
- There has been no encouragement to get clients to prepare in respect of furnishing their new home. Expectation for charity awards is not in line with current availability, or realistic in the length of time it may take to process.
- Some clients have health and support needs that are too great and should not have moved without suitable support/care packages in place.
- Some clients have presented as ready to move but on moving have found it too stressful and have had increases with mental health issues or relapsed with their addiction.
- Some clients come to us a little unprepared or unready. I have some clients say this themselves and feel as though they have been rushed through the pathways.
- I find some clients don't have basic things set up that would make the transition into their tenancy easier, i.e., I.D., bank accounts, etc.
- Clients who are ready and prepared for their tenancy, our service is helpful in having a support for daunting tasks when moving and gradually reducing support while increasing independence.
- Some clients don't want to engage. It takes a lot of time trying to communicate with them before they said we don't need support.
- Some clients do not request any support for a while and when I intend to end support, they are not happy to leave support.
- It is a problem when a tenancy starts too quickly. Landlords expect a tenant to move with minimal notice – this is an issue where the flat is empty and a client has no furniture or white goods. It helps lessen stress for the client when benefit is available to cover both rents for a short period and they can maintain accommodation for somewhere to sleep and cook for themselves.
- Viewing and sign-ups are not client friendly. As well as expecting a quick move after viewing, clients are often unaware of meter locations and the need to consider taking readings asap. Gas uncapping for boilers often presents delays with obtaining heating and hot water, because of setting up new accounts. Many clients do not feel confident about understanding information provided at sign up.
- A few clients have support needs that are ongoing, past the end of resettlement. I find that there are clients who need more long-term support.
- A client who recently joined had no current claim for HB covering supported accommodation, this left a severe debt.

Section A cont'd: Bristol Vulnerable Parents Alliance Floating Support Service

Introduction

The BCC commissioned Bristol Vulnerable Parents Alliance Floating Support Service commenced on 1st October 2018 for 3 years ending on 30th September 2023, with the option to extend for a further 2 years. This is an integrated service, which is a partnership between Elim Housing Association and Places for People. The floating support service is a city-wide service for young and vulnerable parents aged 16+ who are pregnant or with a child aged 3 or under.

Departures and Outcomes Data

The data below relates to the period 1st April 2019 to 31st March 2022. The service has a capacity of 80 clients per year (20 per quarter). There were 275 planned departures and 5 unplanned departures (97% planned departures overall). There were low numbers of people on the waiting list, therefore the Providers had to widen the service eligibility criteria to increase referrals into the service, for example, by taking referrals for people who are currently staying in emergency and temporary accommodation, and the young people's pathway. Most clients are supported to maintain their current accommodation rather than assist them to move into supported accommodation, which partially accounts for the low number presented in the outcomes against the targets.

Key Performance Indicator	Target	Outcomes (2019-22)
No. of new placements	240	265
% Planned departures	95%	97%
No. of clients who were engaged with and assisted to move into supported accommodation	120	51
No. of clients where homelessness was prevented for at least six months	120	123
Ratio of Refusal to Acceptance	7%	0%

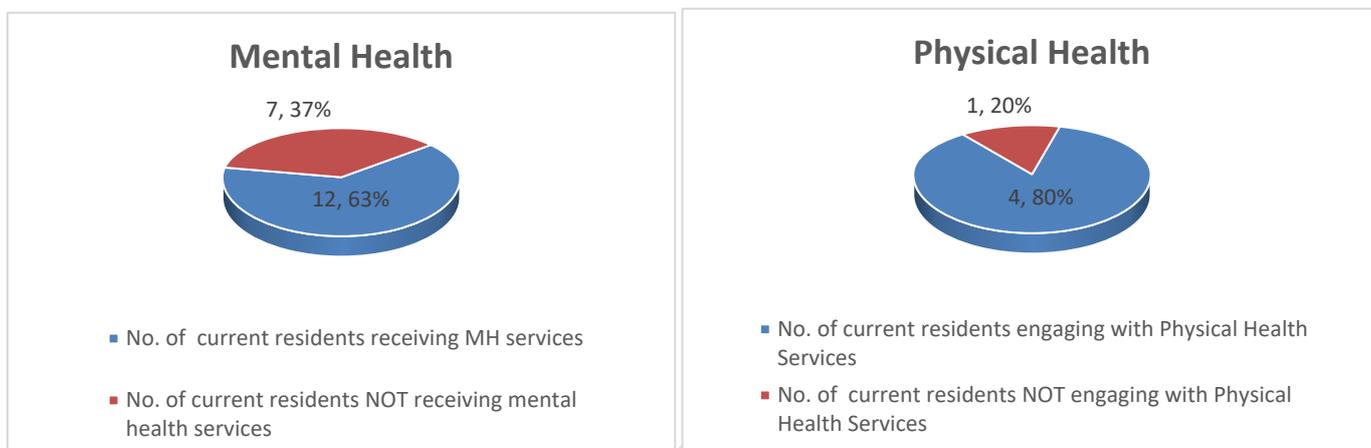
The data below shows that 38 people in the service currently have primary and secondary needs. The data shows that 25 teenage parents pregnant aged 16-19 and 20+ have accommodation support needs and 7 are homeless families. Currently, there are 5 people on the HSR waiting list for the service, all with low support needs.

Needs	Primary Needs	Secondary Needs
Teenage parent/ pregnant aged 16-19	14	2
Homeless families with support needs	7	2
Pregnant/ with child aged 20+	11	0
Young person leaving care aged 16-17	1	0
Generic	3	16
None	1	8
Risk of domestic violence	1	1
Person with mental health problems – diagnosed	0	4
Person with physical and/or sensory impairment	0	1
Refugee	0	3
Person with learning difficulties – diagnosed	0	1

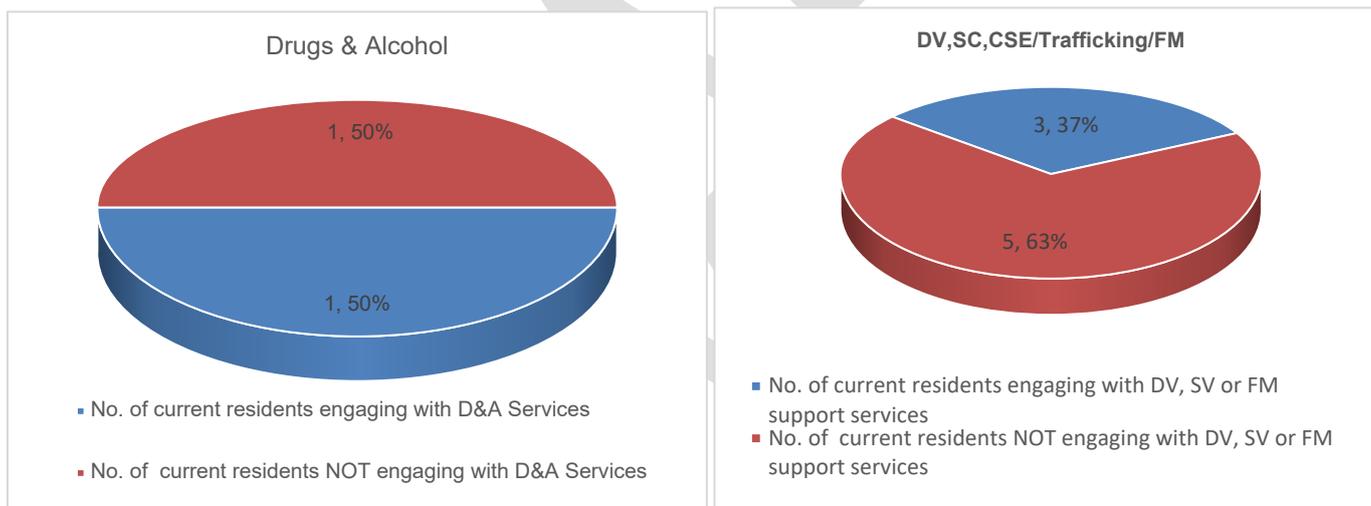
Service User Needs Analysis

On average, there were 36 residents, 19 (53%) have mental health related problems and 5 (14%) have physical health problems.

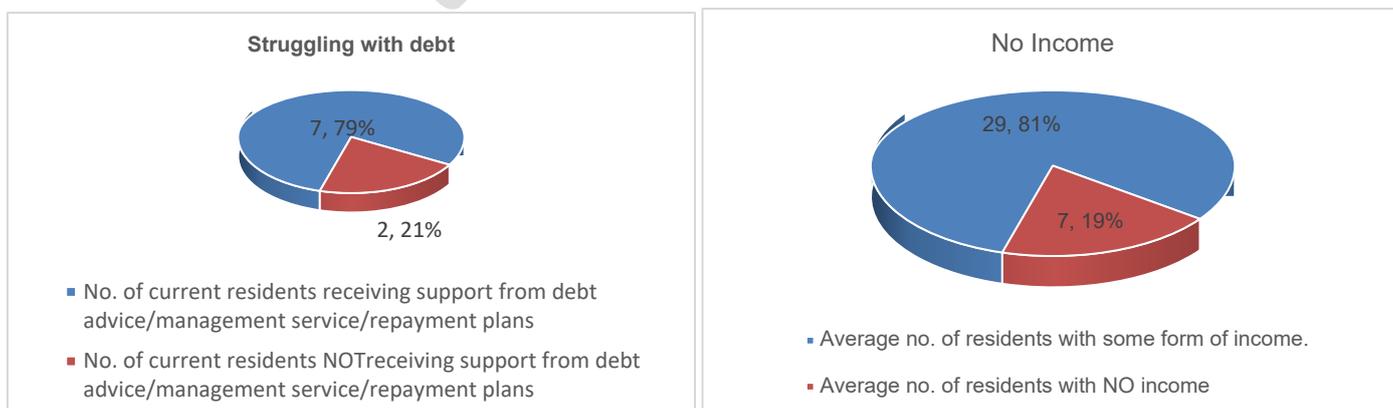
There are often barriers to accessing these services which have high demand and high thresholds that must be met for support to be agreed and provided.



The data below shows that on average, 2 (6%) clients have drug & alcohol support needs and 8 (22%) of residents have needs relating to domestic abuses & sexual violence, child sexual exploitation or trafficking, or forced marriage.

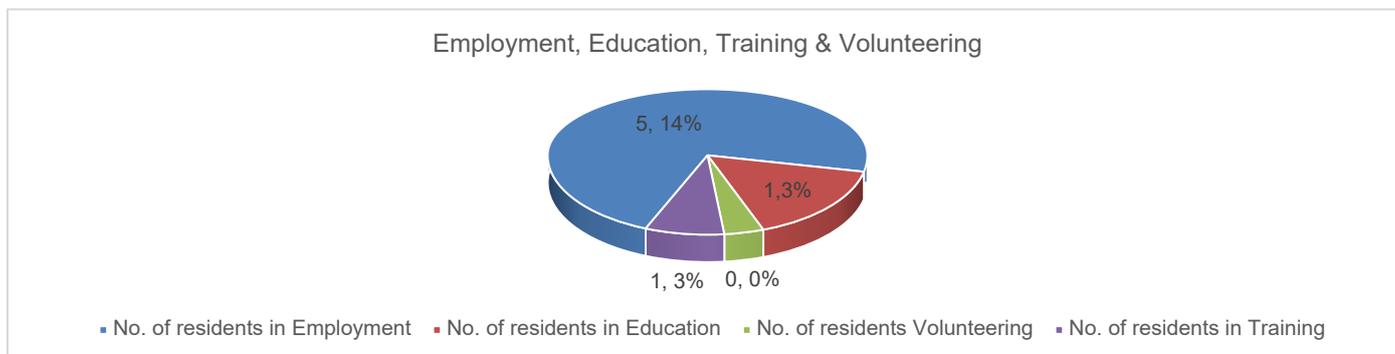


The data below shows an average of 9 (25%) were struggling with debt and 7 (19%) were identified as having no income, for example, due to delays in benefit payments or financial sanctions being placed on them.

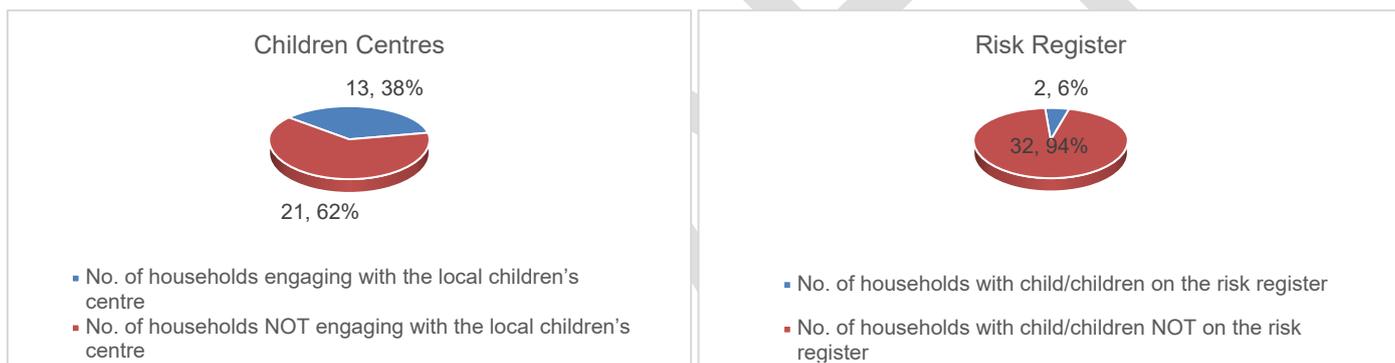


Of 36 current residents, 5 (14%) were in employment, 1 (3%) were in education, 0 (0%) were in volunteering and 1 (3%) were in training. This means on average, 29 (81%) were not in employment, education, volunteering or training.

Low engagement in these meaningful activities is partly due to the fact that the way the benefits system is setup makes it difficult for those looking for work to be able to afford to live in supported accommodation.



The data below indicates that on average, there were 34 households with children, 13 (38%) of households were not engaging with local children centres, which is partly due to other children being of older ages and attending primary or secondary schools. The data further shows that 2 (3%) of households with a child or children are on the risk register.



Client & Staff Voice

Staff feedback

- There is little or no specialist support for families who present learning disabilities.
- More high support places are needed for both single parents and couples. There is very little supported housing for couples with families, currently no high support for couples.
- Straight forward route into supported housing schemes for looked after children with families.
- Vulnerable families with social care involvement, often hard to get timely referrals into supported housing schemes.
- Young couples' accommodation. Young families are often advised that only the Mum and baby can be housed, resulting in the family being forced to live separately.
- Assessment centres and intensive support placements are needed.
- Use of family supported housing to house families who are homeless but don't have support needs, means that more vulnerable families are not housed, they can end up in emergency housing where they are more vulnerable.
- Services for fathers.
- Specialist workers at schemes to assess families parenting.

- Supported accommodation for families with more than one child.
- Space for professionals working with vulnerable families to meet and discuss housing options and to get an agreement re housing to avoid moving them into emergency accommodation first.

Client feedback

- Don't understand the process and difference between types of temporary housing.
- Multiple moves in emergency accommodation. One very vulnerable family has had several moves causing obvious distress. These families struggle to maintain links with health workers and children's services.

DRAFT

Section A cont'd: BCC Tenant Support Service (TSS) & Community Support Team (CST) Generic Floating Support

Introduction

The generic floating support service provides is a city-wide floating support service, providing housing-related support, advice and/or assistance and resettlement support to vulnerable single people, couples, young people, and families who are at risk of losing their homes. The service provides a range of responses to prevent homelessness and promote independence, these includes supporting people to sustain their current tenancy, to move to and sustain a new tenancy, or to move in with friends or family in a planned way, resulting in safe and settled accommodation.

The service has a capacity of 340 new clients per year. During the period 1st April 2021 to 31st March 2022, there was a total of 271 (223 Floating Support & 48 advice & assistance cases) new placements. The service has experienced some staffing shortages and diverted work due to Covid'19 which has affected the overall performance this year. There were 280 planned departures (229 floating support and 51 advice & assistance cases).

The data below shows there are 125 current service users of which 25 families primary needs are homelessness with support needs, 26 people with physical or sensory impairment, 11 people with diagnosed and 3 with undiagnosed mental health needs.

Needs	Primary Needs	Secondary Needs
Former rough sleeper	4	2
Generic	14	34
Homeless families with support needs	25	5
Person at risk of offending	2	0
Person with alcohol problems	2	4
Person with complex needs	9	2
Person with drug problems	3	2
Person with learning difficulties - undiagnosed	3	5
Person with learning difficulties - diagnosed	4	2
Person with mental health problems – diagnosed	11	13
Person with mental health problems – undiagnosed	3	9
Person with a physical/ sensory impairment	26	12
Refugee	1	7
Risk of domestic abuse	6	2

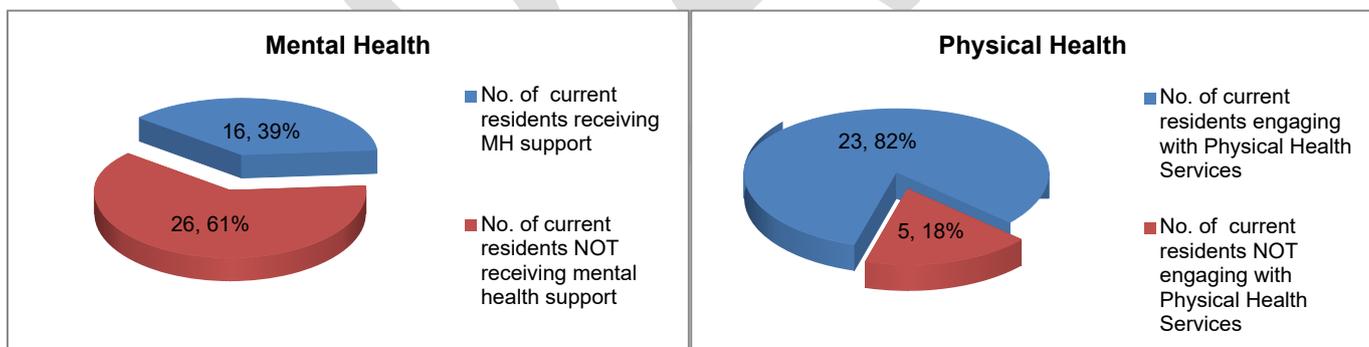
The data below shows refusals for the service for various reason during the period April 2021 to March 2022. The data is showing that 49 people were refused due to inappropriate referrals, they are suitable for a different service and 26 people were refused because their needs are too high. This is an indication that there is a high number of clients coming through with complex mental health needs. There are other floating support services that are design to support people with high complex mental health need for example “Help When You Need It” and Golden Key Floating

Support Service. However, these services carry lengthy waiting lists and prospective clients must meet high thresholds for support to be agreed and provided. This results in a potential gap for clients with medium to high support mental health related needs.

Reason	Applicant did not attend interview	Refused service	Incomplete HSR form	Inappropriate agent referral	Needs too low	Accepted for other support	Shortlisted	Unable to contact
Client did not engage	11	3	0	0	0	0	0	16
Client refused support	1	4	2	0	1	0	0	1
Client already receiving support	4	0	0	2	2	7	0	0
Needs to high	0	0	0	26	0	0	0	0
Incomplete referral form	0	0	4	0	0	0	0	0
Suitable for different service	3	1	1	49	5	4	21	3

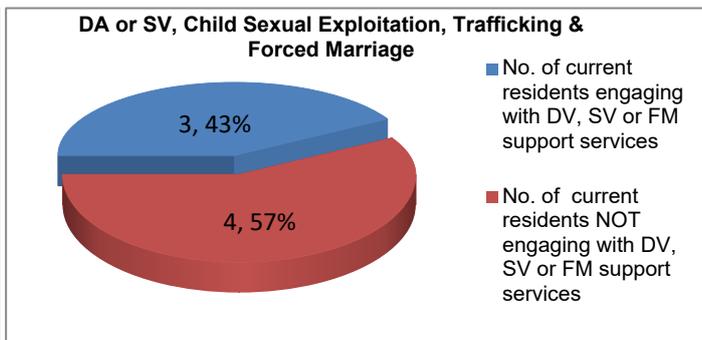
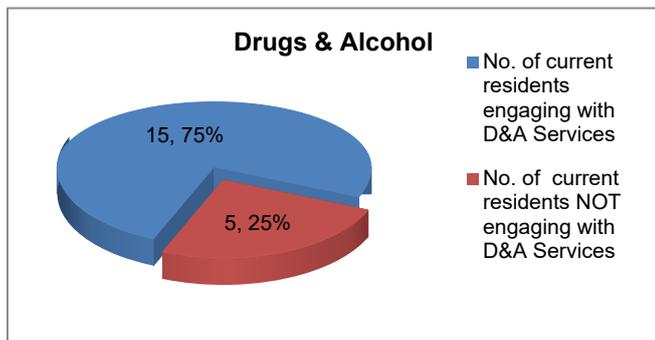
Overview of Needs data

Of the 96 clients in total, on average, 42 (44%) had mental health support needs and 28 (29%) had physical health support needs. Reluctancy to access specialist mental health support services and some clients' non-engagement were the main reasons for clients not receiving support, however there is also a high threshold that must be met for the specialist service to be offered and provided.

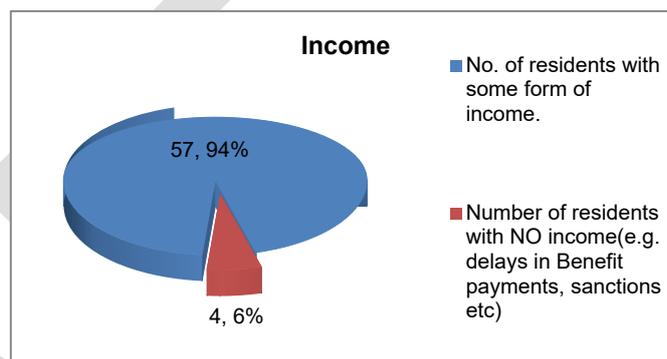
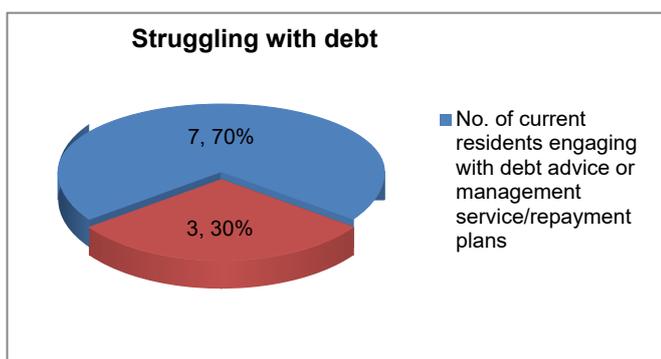


The data below shows that on average, 20 (21%) of clients have drug and alcohol related support needs and 7 (7%) have support needs relating to domestic abuse & sexual violence, child sexual exploitation or trafficking, or forced marriage.

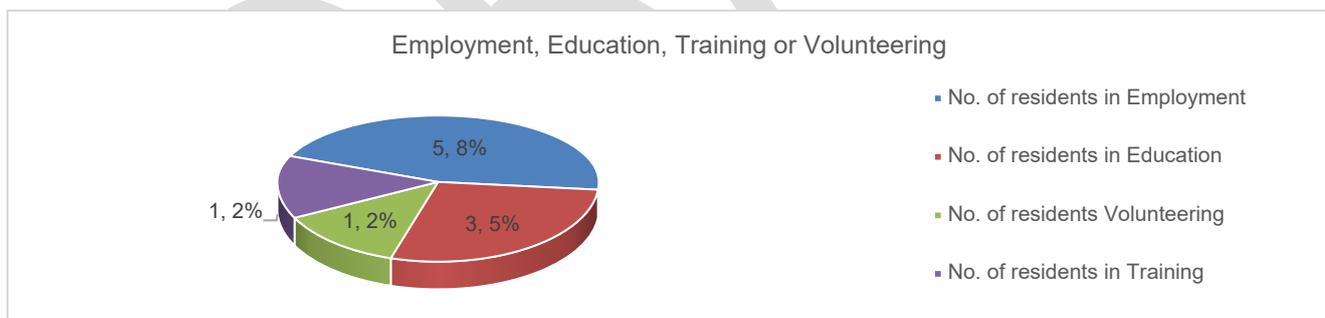
There is a high demand for accessing specialist support services, which has resulted in a high threshold for clients to meet for support to be agreed, however it is recognised that some clients choose not to engage with this support.



The data below shows that 10 (10%) of clients were struggling with debt and 4 (6%) were identified as having no income, for example, due to delays in benefit payments or financial sanctions being placed on them. The data shows that the number of referrals to money advice and support related services is low.



The data below shows that 10 (10%) of clients were either in employment, education, volunteering or in training. This means that 86 (90%) of clients were not in employment, education, volunteering or training. One of the reasons for the low number of people in employment, education, volunteering, and training could be partly due to the period when restrictions were in place due to the Covid-19 pandemic and the fact that the benefits system makes it difficult for those looking for work to be able to afford to live in supported accommodation.



Client & Staff Voice

Staff feedback

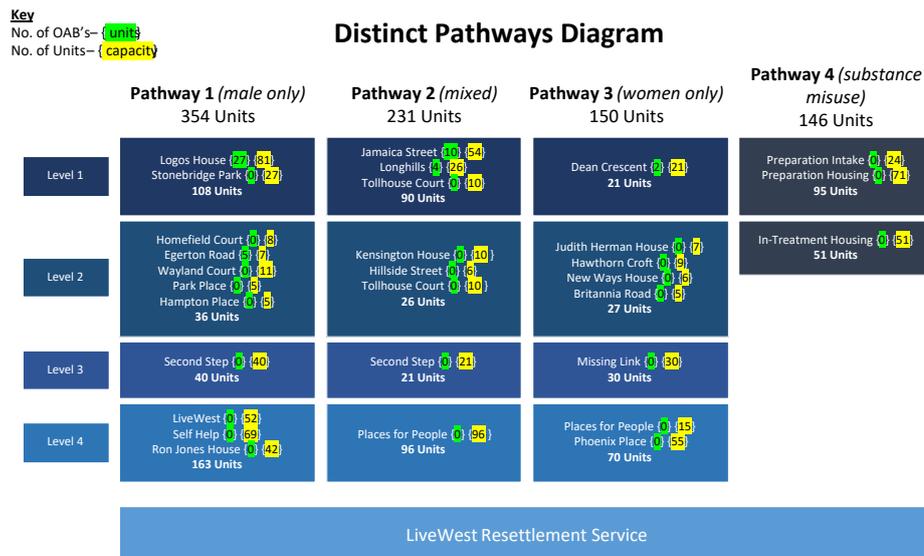
- Ongoing support (currently the support provided is time limited).
- Sufficient capacity to meet support needs of people with significant mental health problems.
- Absence of overall co-ordination of floating support services: at present there are multiple patchworks of floating support services; funded, commissioned, and provided in different ways, resulting in gaps and overlaps.
- Unfulfilled posts in the Community Support Team, Tenant Support Service and Sensory Support Service are being deleted. The service will be using short-term underspend to meet support other urgent Housing Options priorities. This will result in a reduction of the services' capacity to provide floating support in the future.

Section B: Preventing Homelessness

Accommodation Pathways – adults (22+) Data

Introduction

In October 2017, four new accommodation pathways for people recovering from homelessness were launched to reduce the number of people sleeping rough, reduce the need for spot purchased emergency accommodation and to improve the numbers of people moving successfully out of the pathway into sustainable living. The diagram below shows the structure of the four adult pathways that make referrals to the Resettlement Service.



Departures and Outcomes

The data below is showing there were in total 1179 departures from the adult pathways from 1st April 2019 to 31st March 2022 that could be referred to the Resettlement support service. About one third, 464 referrals into the Resettlement service for the same period. Performance reports have indicated that there were 43 clients (one in eleven placements) who had a planned departures from the pathways and returned to Level 1 service within six months of their planned departure.

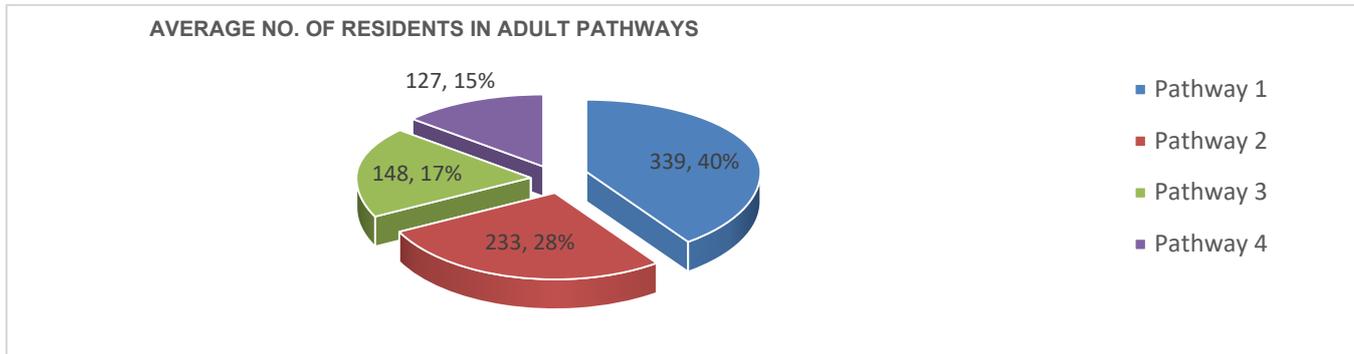
On average 42% of referrals to the Resettlement services were from the level 1 & 2 services and 58% are from level 3 & 4 service.

During the last 12 months there were 49 planned departures to friends & family, 29 into private renting, 25 went into registered social landlords, 102 went into BCC accommodation & 80 were planned others.

Pathway	No. Planned Departures	No. Unplanned Departures appropriate for referral to Resettlement Service
Pathway 1	452	19
Pathway 2	242	19
Pathway 3	225	12
Pathway 4	205	5

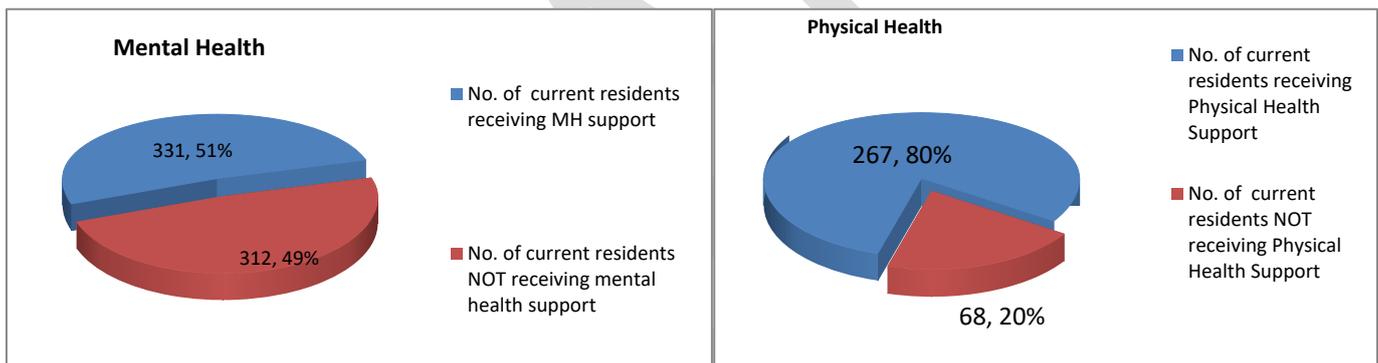
Overview of Needs and Equalities Data

The needs analysis below is a snapshot of clients in the adult's pathways services during the period April 2021 to March 2022. During this period there were on average 847 total clients in the adult pathways as shown below.

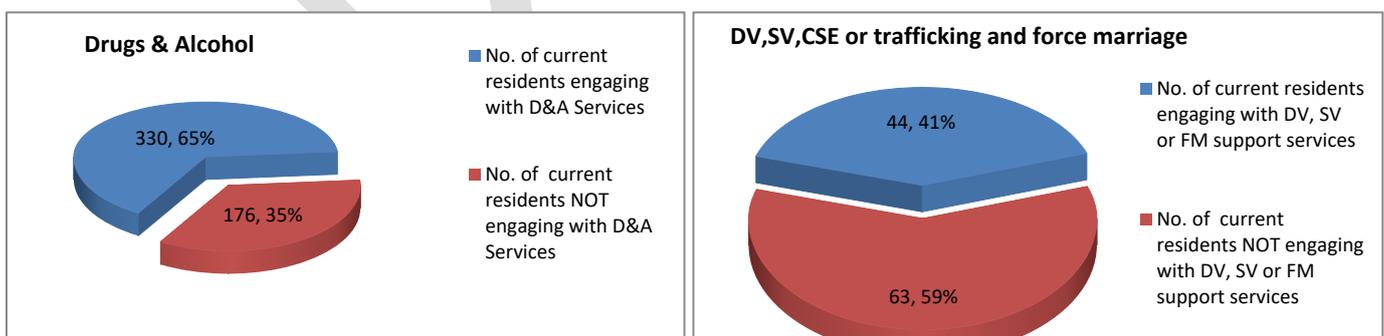


The data below indicates on average, 643 (76%) of residents have mental health support needs and 335 (40%) of residents have physical health needs.

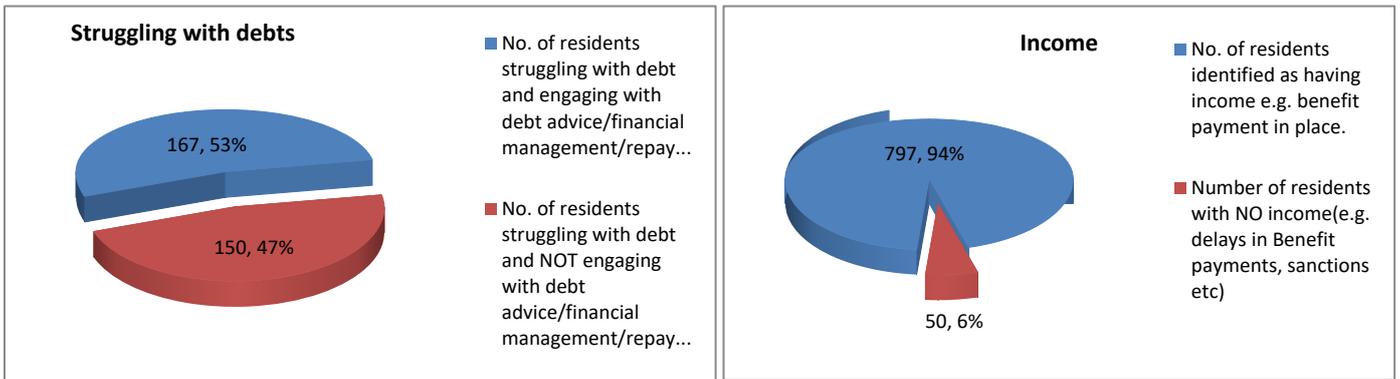
The impact of the Covid-19 pandemic may in part attribute to an increase in both mental health and physical health support needs, which a large proportion of mental health and physical health support services inaccessible. Some specialist support services have high thresholds that must be met for support to be offered. The pathways present a lack in the number of accessible or suitably adapted accommodation for clients who present accessibility needs.



The data below indicates on average, 506(60%) of residents have drugs and alcohol support needs and 107(13%) of residents needing domestic violence, sexual violence, child sexual exploitation or trafficking and forced marriage support.

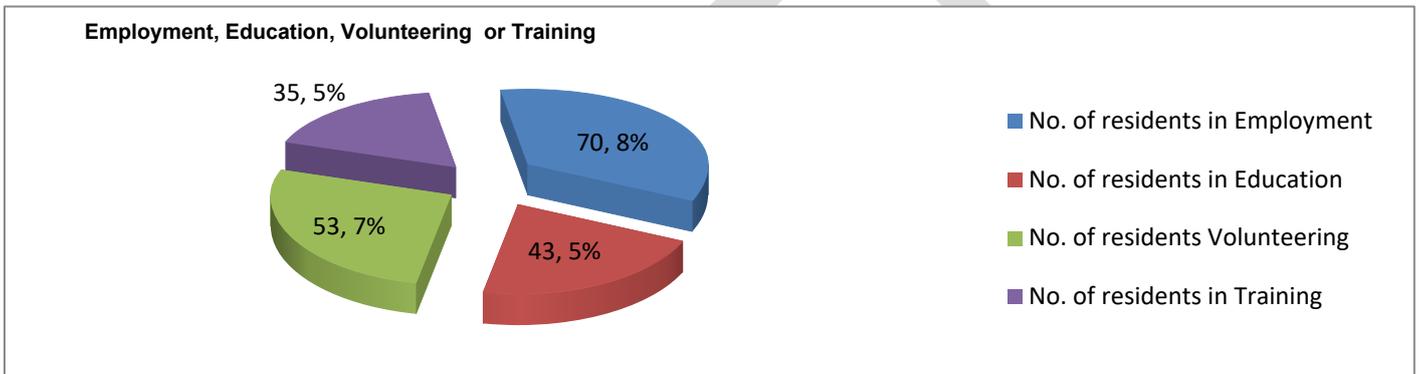


The data below indicates that on average there were 317(37%) of residents struggling with debts and 50(6%) were identified as having no income for example, due to delays in benefit payments or sanctions.



The data below indicates 201 (25%) of residents were either in employment, education, volunteering or in training. The data further indicates on average 646 (75%) of clients were not in employment, education, volunteering or training.

Most clients in high to medium level are not ready for employment, education, training or volunteering due to their support needs. But also, the benefit system makes it difficult for those looking for work to be able to afford to live in supported accommodation.



Section B cont'd: Young People's Housing & Independence Pathway Data

Introduction

Bristol has adopted a 'positive pathway approach' to help prevent youth homelessness. Bristol's pathway approach is focus on providing information early and helping young people to stay living with their family where safe to do so and helping young people to resolve any housing problems before they are in housing crisis. For care leavers, the approach aims to enable better planning of housing options before they leave care or leave Staying Put placements.

We have commissioned the following services as part of the young people's housing and independence pathway:

- A Youth Housing Hub service to help more vulnerable young people and their families to prevent housing crisis and help them access the support and housing they need in a more planned way.
- Low support accommodation.
- High support self-contained accommodation.
- High/medium support accommodation schemes.
- Specialist accommodation and support for young parents.

The service is for young people aged 16 – 21 who are homeless or at risk of homelessness and Bristol care leavers up to their 25th birthday. This includes 16–17-year-old young people at risk of entering local authority care. The services are available to young people aged up to 25 years if they would benefit from specialist young people's services because they have a learning disability and/or are particularly vulnerable because they are at risk of harm from others, or from self-harm.

There is, however, limited access to floating support services for young people especially for those young people moving into long-term or permanent accommodation.

Departures and Outcomes Data

The table below shows the data for Bristol Youth Housing Hub. The data shows 752 referrals for the service, 266 total cases closed for people supported to maintain their accommodation or moved into long-term or permanent accommodation. Data further indicates 80 people have returned within 6 months and 26 people returned within 12 months of their case closure, an indication of gap in the support provision.

Bristol Youth MAPS - full Year Monitoring 2020-21	Non-parents	Parents	Total
Total New Referrals this year*	736	16	752
Total Case Closed	262	4	266
Of new full cases # who have returned within 6 months of previous closure	78	2	80
Of new full cases # who have returned within 12 months of previous closure	30	0	26

The performance data below relates to young people's pathway accommodation service for the period 1st April 2019 to 31st March 2022. In total the services had 389 planned and 142 unplanned departures from both services. There were 8 people who returned to level 1 service within six months of their planned departure.

Key Performance Indicator	Service	Target	Outcomes 2021-22
% Planned departures	1625 Low Support	75%	73%
	Livewest Low Support	75%	91%
	1625 St George's House	75%	77%
	Livewest Bristol Foyer	75%	61%
	Youth Project	80%	67%
Clients left in a planned way back on for L1 service within 6 months	1625 Low Support	5%	0%
	Livewest Low Support	5%	4%
	1625 St George's House	15%	11.67%
	Livewest Bristol Foyer	15%	7%
	Youth Project	15%	0%

Staff Feedback

"We support young people when moving into our service and support when the YP's are moving on, although some do not contact us after leaving so it is hard to assist with change of address etc. A floating support service would be very helpful when leaving the youth pathway. Live West have a resettlement service that we are able to refer to, it would be great to have other options."

"Support with benefit (changing details and changing sometimes from HB to Housing Element)."

"Local signposting to food banks potentially as I know you can be fairly skint when you move."

"Also support with budgeting and getting in the habit of regular rent payments."

"Managing benefits. Can be particularly helpful for people who struggle with anxiety and find it difficult going out. They are less likely to access drop-in services or make phone calls for support with finances for example."

"Asylum seekers and people who don't speak English as their first language may be put off accessing support independently."

"Support with setting up bills, utilities, internet, changing address etc, getting this wrong could lead to financial hardship."

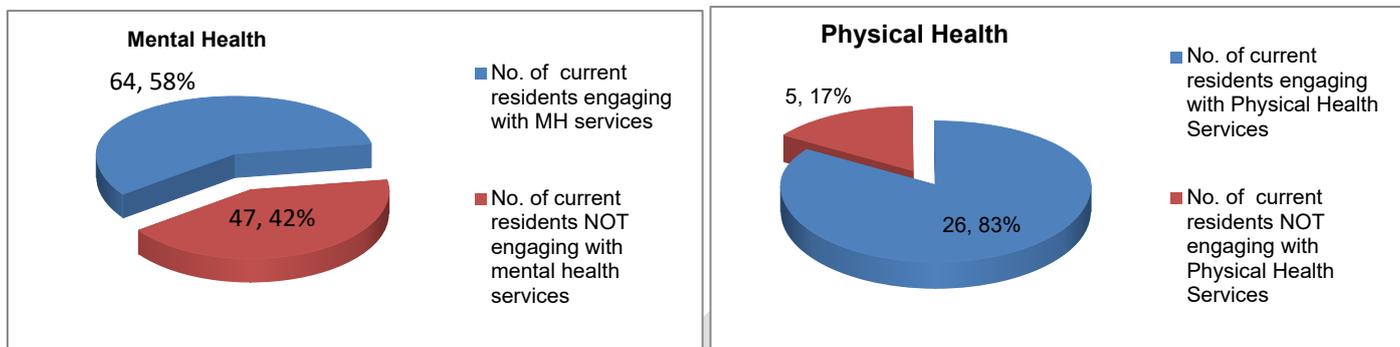
"Having someone to talk to could make YP's feel safe knowing they have some continuity and support when moving to a different house, and possibly a completely different area part of the city etc..."

"Further grant applications and getting to know the area if necessary."

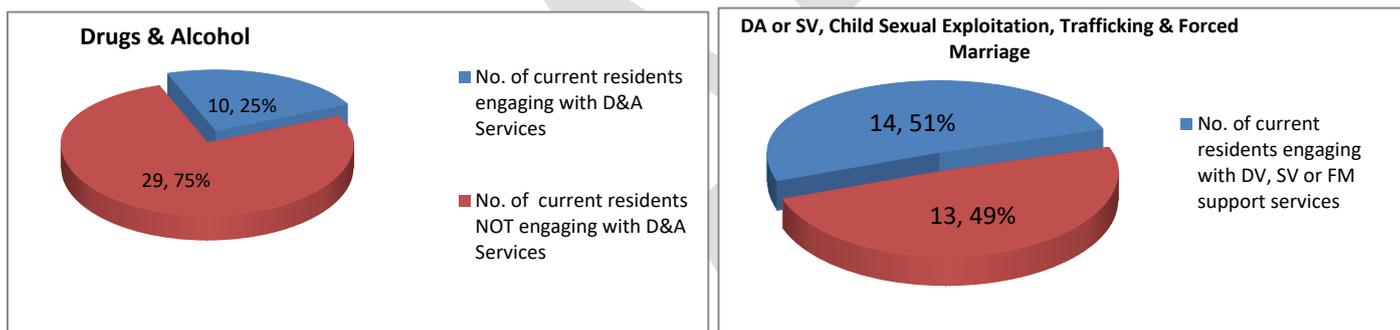
Young People’s High & Low Support Service User Needs Analysis

There was on average a total 246 clients in this service per year. 111 (45%) of clients had mental health support problems and 31 (28%) of residents had physical health problems.

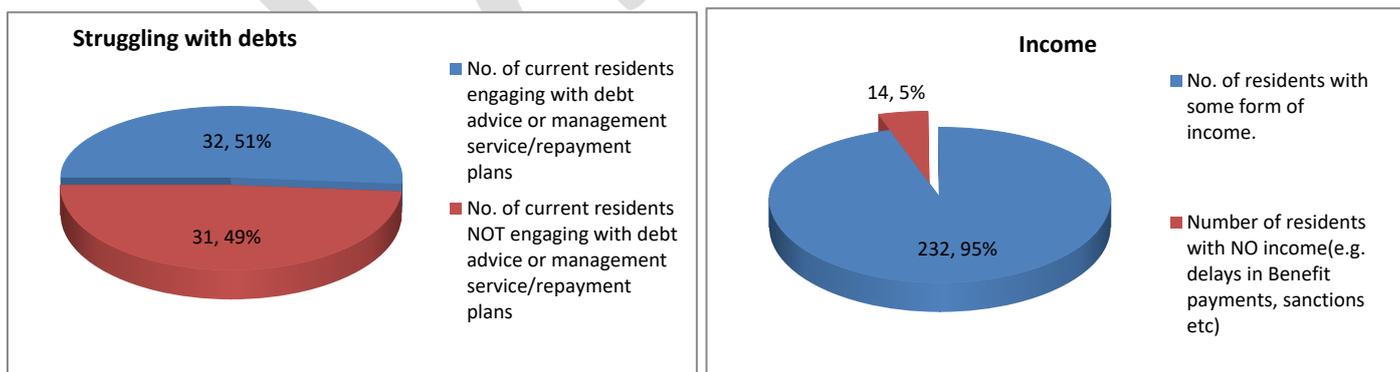
The increase in both mental health and physical health problems could in part be attributed to by the impact of the Covid-19 pandemic, relevant support services have been very stretched to meet the current high demand, which has meant a higher threshold must be met in order to offer support. It is recognised that there is already a high threshold that clients must meet in order to be offered and receive the appropriate support.



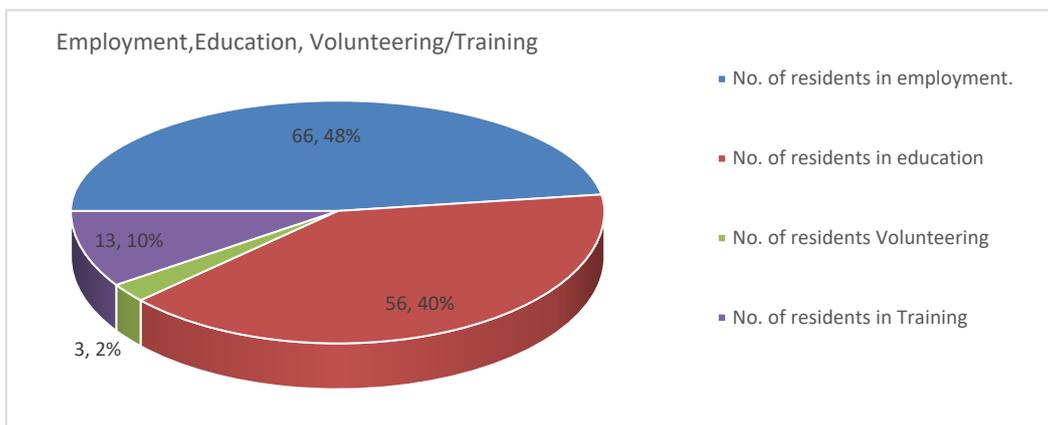
On average, 39 (16%) of clients have drug and alcohol related problems and 27 (11%) of clients present needs relating to domestic abuse or sexual violence, child sexual exploitation or trafficking, or forced marriage.



The data below shows that 63 (26%) of clients are struggling with debt, and 19 (8%) are identified as having no income, for example, due to delays in benefit payments or financial sanctions being placed on them.



Out of the total of 262 residents, on average, 66 are in employment, 56 are in education, 13 are in training and 3 are volunteering, which represents a total of 138 young people.



Client & Staff Voice

Staff feedback – Live West Young People’s Service

“The level of support needs has a timescale on it i.e., 12 weeks or so but at the same time be flexible to meet the needs of those that are struggling and for those where their accommodation is at risk.”

“Often when they [young people] leave supported, they are motivated and ready for life and when life events happen further down the line i.e., relationship breakup, job, isolation etc their lives can go into turmoil and it’s difficult to know who to turn to for support/advice when they have been used to supported housing being that person in the past.”

“One model that we used to use many years ago was floating support for up to 12 weeks when leaving supported housing and then we would do 3 monthly check in after that for up to a year to ensure there were no further issues that would impact on the person losing their tenancy. Support wasn’t ongoing for the 12 months duration and was short term in and out and supported the YP to sustain their accommodation. We would also leave our number with their landlord who had the option to contact us if the person was struggling with rent etc -this helped with securing accommodation in the first place as the landlord had the security of support to help if needed...”

“Client has moved out and didn’t need resettlement support, however carpet application was made to Bristol Charities, but not processed due to running out of budget in 2021-2022 financial year. Application therefore had to wait until April when they reopened the service. Client moved to permanent accommodation with a child without carpets. This came up 3 months after person moved on and needed help. My support worker then helped, even though the client wasn’t in our service anymore.”

“Switch over from HB to UC housing payment some issues 4-6 months down the line. This comes up often when in supported housing their rent is paid by HB, but in the permanent accommodation under housing cost through UC. When we prepare person for move-on we obviously discuss how it works, however sometimes issues quite few months after they move out of our service. Young people would benefit from even phone support, or place to go to take them through it.”

“We think that an Informal Duty line service would be really helpful, maybe this could be within resettlement service, that can guide YP not necessarily taking them on for a long period of time.”

Section B cont'd: Wider Needs of Homeless Households in Bristol

Introduction

Temporary or emergency accommodation that is either self-contained or shared may be provided while an assessment decision is being made or while homeless households are waiting for longer-term accommodation. This usually is unsupported accommodation. Temporary housing is largely provided for applicants who are in priority need and therefore have identified support needs.

England has seen a steady increase of 60% in the number of households in temporary accommodation, from 50,430 (2012) to 80,720 (2018). Moreover, the number of households with children in temporary accommodation has been steadily rising, from 37,190 (2012) to 61,610 (2018)³.

Due to the COVID-19 pandemic, the majority of rough sleepers in Bristol were placed in hotels or units as part of the national 'Everyone In' scheme between March 2020 – June 2021 and given access to appropriate support services. On 31st March 2021, there were 1,124 households living in temporary accommodation, which represents a significant increase on 2020 as a result of the COVID-19 pandemic.

Many have moved on to longer term accommodation and the figures for rough sleeping in the city have declined. Furthermore, successful bids to the News Steps Accommodation Programme and Move-on fund have helped sustain lower levels of street homelessness in the city and support citizens to recover from homelessness.

At the time of writing, 797 households occupy emergency and temporary accommodation in Bristol which is unsupported. However, singles and couples or families occupying this accommodation do present a range of risks and needs that would benefit from support, ranging from high to low support.

Support needs presented by homeless households

Citizens' support needs vary across four levels of support which are used for defining the needs of citizens upon assessment when presenting as homeless.

Where multiple and complex needs are more prevalent, this is classed as high and high-medium support. Diagnosed and undiagnosed mental health problems are the most prevalent support needs across all levels, often combined with drug or alcohol (substance) misuse problems. 'Dual diagnosis' is the often the term used where diagnosed mental health and substance misuse problems co-occur. Other needs include problems relating to domestic abuse & sexual violence, offending behaviour, and physical and/or sensory impairment.

Citizens presenting medium support needs may still present diagnosed mental health problems, however problems relating to substance misuse may be less complex.

Citizens presenting low support needs will often still have a diagnosed or undiagnosed mental health problem, however secondary needs presented will more often include a physical and or sensory impairment along with needs relating to developing independence. Considered in the needs presented by citizens is current or past trauma from adverse childhood experiences or adverse life events, which can have a negative impact on a citizen's ability to manage and sustain accommodation.

³ [UK homelessness - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

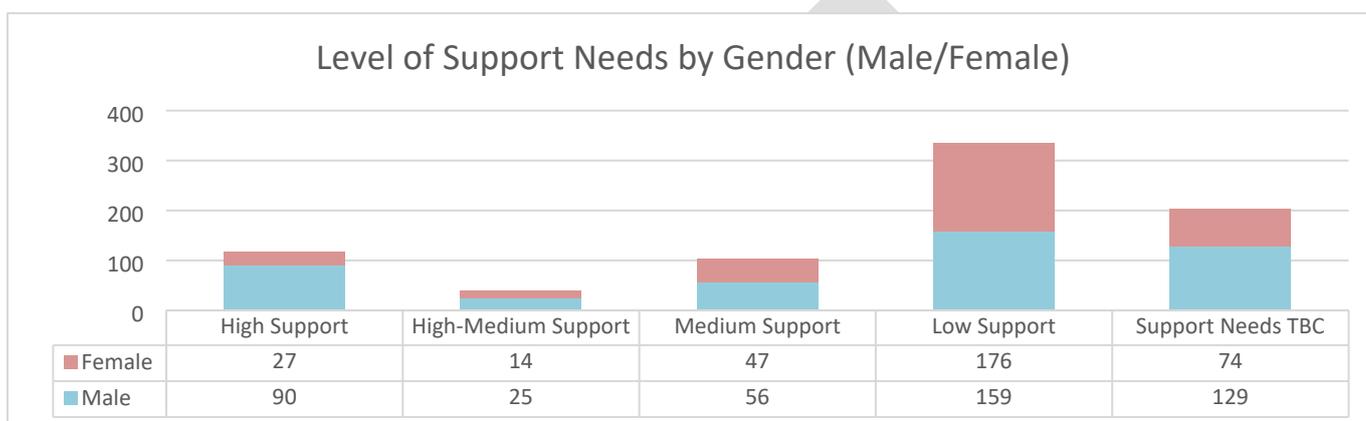
Needs data analysis including equalities information

Of 797 current households in emergency and temporary accommodation:

- 338 (42%) identify as Female; 459 (58%) identify as Male.
- 404 (51%) are a single occupant; 393 (49%) are a couple or family.
- 52 (7%) are aged 16-24; 722 (90%) are aged 25-64; 23 (3%) are aged 65 and over.
- 117 (15%) present high support needs; 39 (5%) present high-medium support needs; 103 (13%) present medium support needs; 335 (42%) present low support needs; 203 (25%) are yet to have their support needs identified.
- 308 of 404 (76%) single occupants identify as Male; 96 of 404 (24%) identify as Female.

Table 1: level of support needs by gender

Source: Bristol Housing Support Register

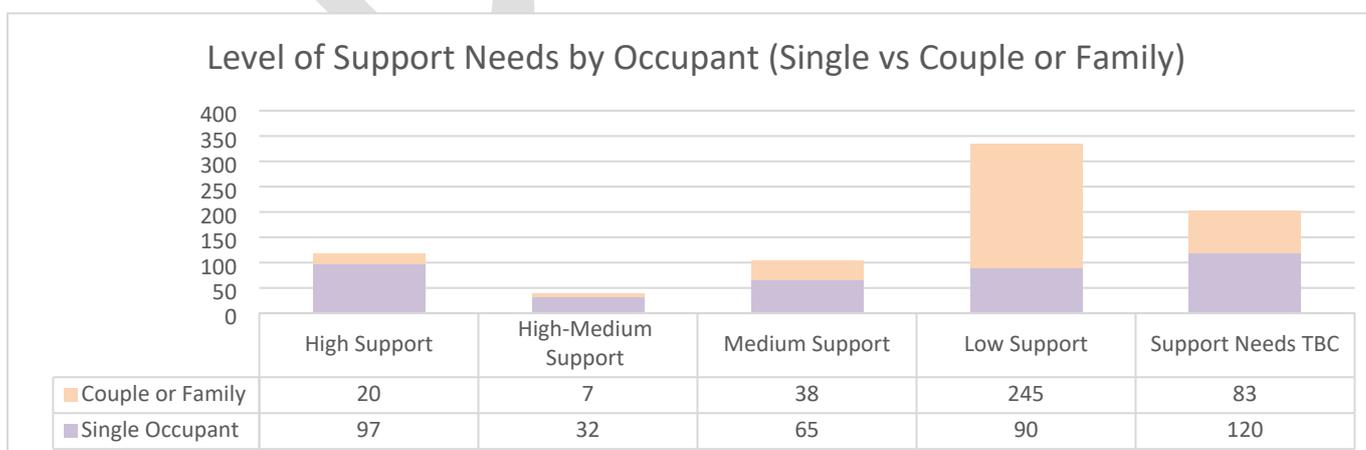


The rate of high support and high-medium support needs occurring is significantly higher in those who identify as male, and this levels out more evenly between males and females across medium support and low support needs. This could be due to the fact that nationally, men use illicit substances such as amphetamines, cocaine, and opioids, more than women do⁴.

Reasons for 203 (25%) of households yet to have their support needs identified may be due to these having not been assessed as yet by a Housing Advisor, or where occupants have not been forthcoming about their needs which would identify which level of support they come under.

Table 2: level of support needs by occupant

Source: Bristol Housing Support Register



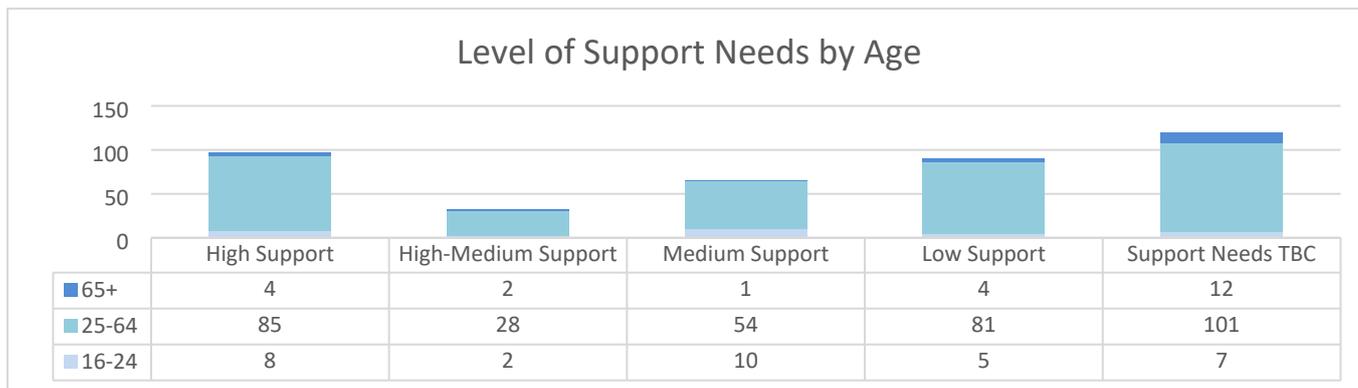
⁴ Delphi Behavioural Health Group: Psychiatric Times Article (2018)

The rate of high support, high-medium support and medium support needs occurring is significantly higher in those who are single occupants. Those whose support needs are identified as low support increase significantly in couples or families. Furthermore, a much higher number of single occupants and couples or families combined (335 – 42% of all 797 households) have low support needs identified.

Support needs presented by single occupants

Table 3: level of support needs by age

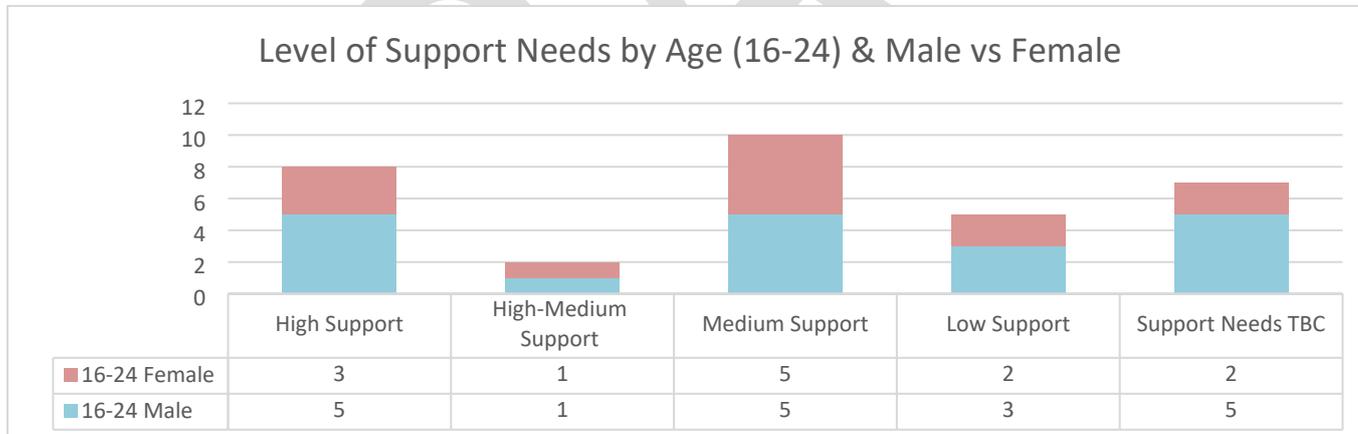
Source: Bristol Housing Support Register



Within the cohort of 404 single occupants, the rate of support needs occurring across all levels of support is significantly higher in those aged 25-64 than the other age ranges. This is further broken down by gender into those who identify as male or female.

Table 4: level of support needs by age (16-24) & gender

Source: Bristol Housing Support Register



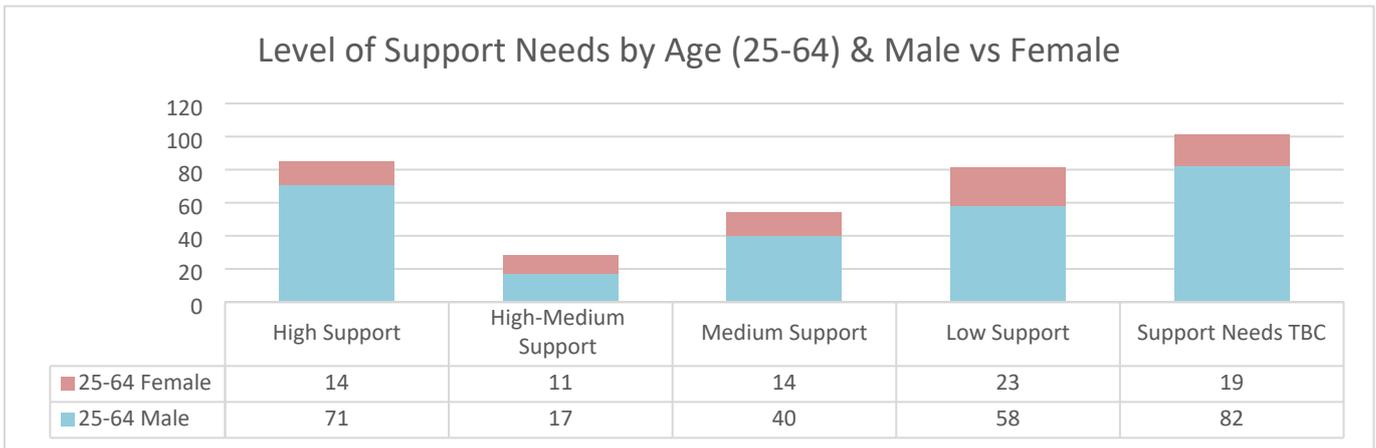
The 32 singles aged 16-24 make up 8% of the overall number of singles (404). Furthermore, 19 (63%) of singles aged 16-24 identify as male and 13 (41%) identify as female, the difference of which could be accounted for by the fact that nationally it is recognised that more single homeless women across this age range have young dependent children.

Research undertaken by Homeless Link has shown that young people aged 16-24 primarily become homeless because parents or caregivers are no longer willing, or able to accommodate them. This 'Young and Homeless' research shows that a family breakdown accounted for half of all youth homelessness⁵.

Table 5: level of support needs by age (25-64) & gender

Source: Bristol Housing Support Register

⁵ Homeless Link: Young and Homeless (2021)



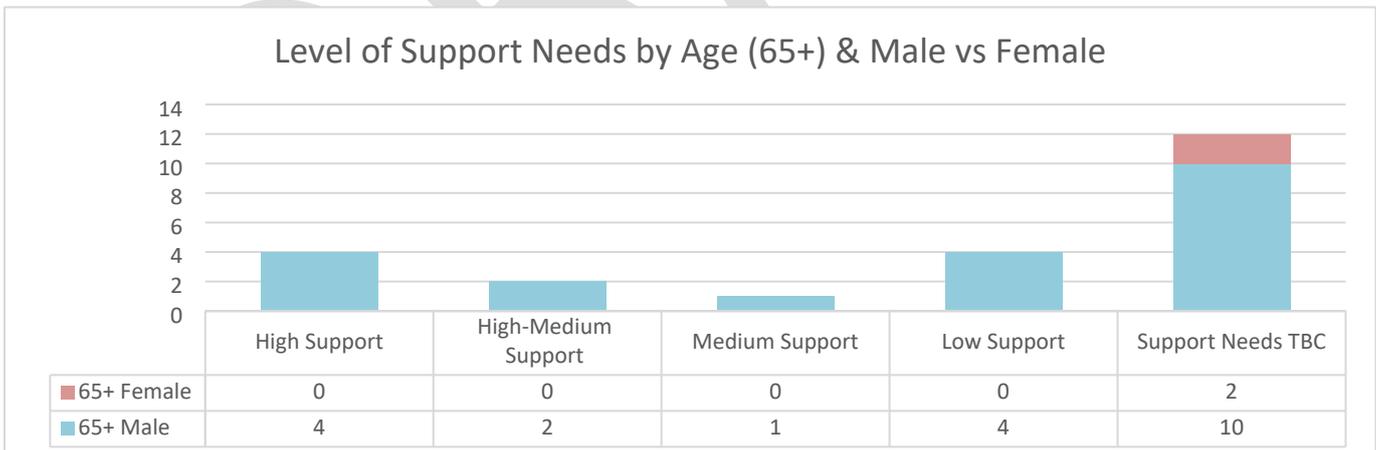
The 349 singles aged 25-64 make up 86% of the overall number of singles (404), which is the highest proportion across the age ranges and levels of support. Furthermore, 268 (77%) of singles aged 25-64 identify as male and 81 (23%) identify as female. A much higher proportion (75%) of those who identify as male (186) present support needs across all levels of support, which may be attributed to the fact that both locally and nationally, a higher proportion of men report issues relating to mental health and substance misuse, as well as physical health problems⁶, all of which can lead to a higher rate of homelessness in those who identify as male.

Local data on the reasons for homelessness and national findings⁷ in this age group show key themes that are evident including changes to relationships or sharing conditions and loss of rented accommodation.

There is a relatively even split between high to high-medium support needs (46%) and medium to low support needs (54%) within this age group, with these needs making up 46% of all those with identified support needs (248). Those whose support needs are not yet identified (7) make up 23% of all single occupants in this age group.

Table 6: level of support needs by age (65+) & gender

Source: Bristol Housing Support Register



The 23 singles aged 65+ make up 6% of the overall number of singles (404), which is the lowest proportion across the age ranges and levels of support. Furthermore, 22 (96%) of singles aged 25-64 identify as male, whilst only 2 (4%) identify as female.

Older homeless people living in temporary accommodation are often identified as those aged 55 and above (65 or 16% of the 404 total single occupants in temporary accommodation), because homelessness coupled with long periods of rough sleeping can accelerate ageing and the health

⁶ [About Homelessness | Crisis UK](#)

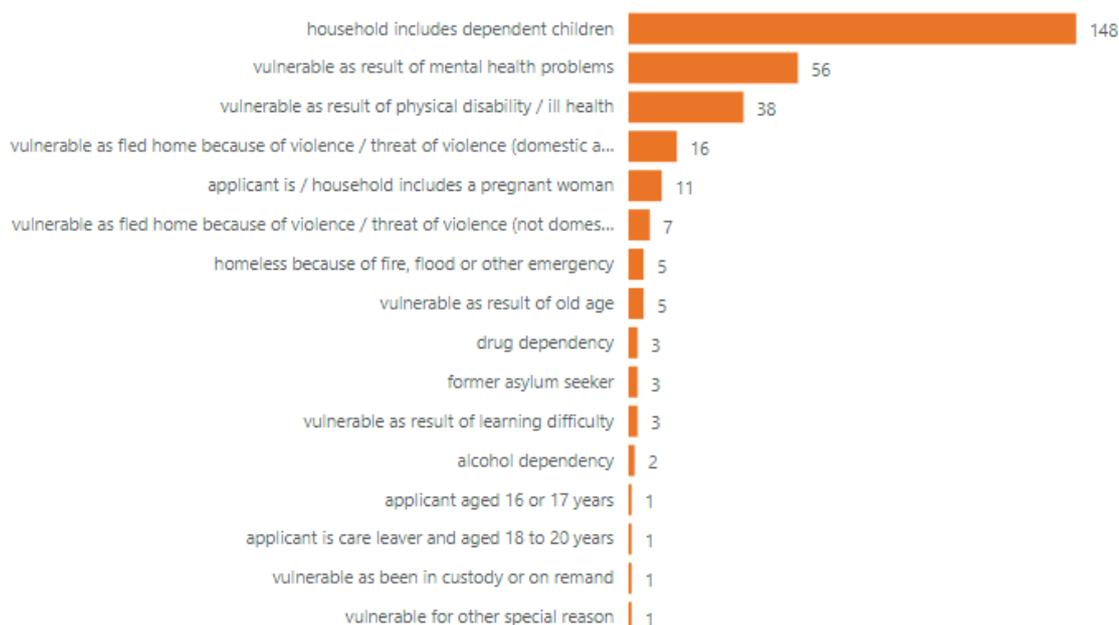
⁷ [UK homelessness - Office for National Statistics \(ons.gov.uk\)](#)

conditions associated with ageing. It is also important to consider the fact that the average age of death for a homeless person is 47 for men and 43 for women.

For those older people who end up living in temporary accommodation, there are fewer services available compared with those for younger people. This is partly because older people tend to fall into a gap between services for homeless people and those for older people. Additionally, they have a lower profile, and their homelessness is often hidden from view⁸.

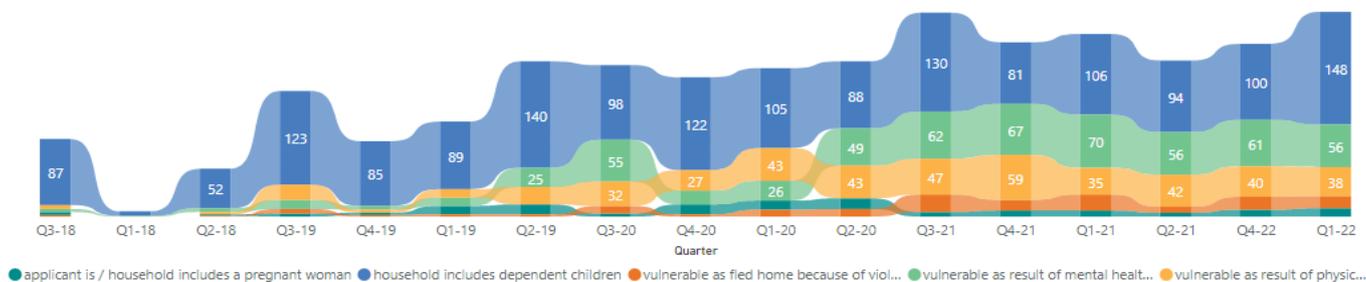
During the time period 1st April 2022 to 7th July 2022, there has been a 10% increase in the vulnerabilities presented by homeless households against the same time period in the year previous.

Priority Needs



The table below shows the top 5 priority needs presented in homeless households from 1st October 2018 to 30th July 2022: applicant is, or household includes a pregnant woman; household includes dependant children; vulnerable as fled due to violence; vulnerable as result of a mental health problem; and vulnerable as a result of a physical health problem.

Top 5 priority needs, by decision date

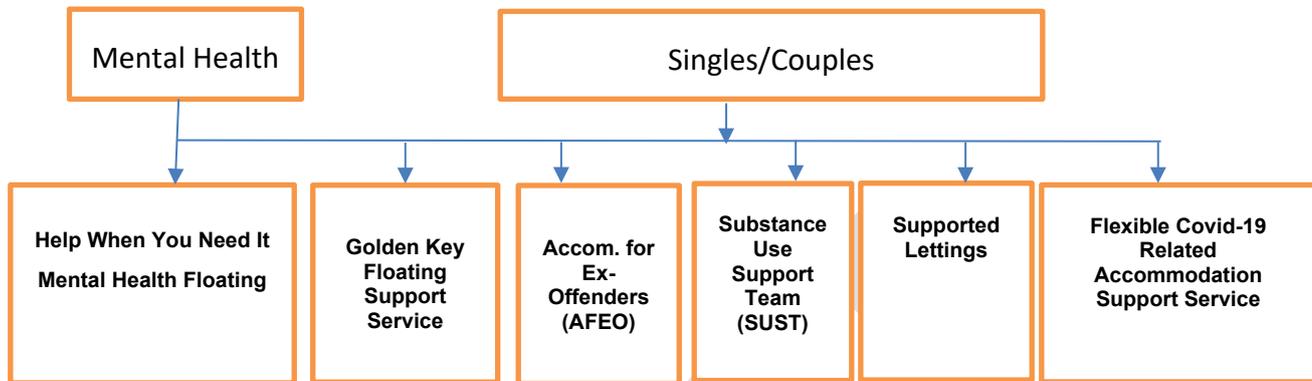


⁸ ppp_older_homelessness_england.pdf (ageuk.org.uk)

Section C: Mapping and Data of Other Floating Support Services in Bristol

Support in Temporary Accommodation

This map illustrates the wide range of support services supporting residents in TA.



Mapping of Floating Support Services

Help When You Need It: Is a mental health floating support service commissioned by adult care and designed to support single people 16 years and above. The service is provided by Missing Link city wide women only service (service capacity of 62), Second Step Housing covers South & Central Bristol (service capacity of 125), and St Mungo's covers North & East Bristol. There is a waiting list of up to 2 years plus for this service. The service has an initial term of 3 years to 30th September 2023 with the option to extend for a further 3 years. If the extensions are used, then recommissioning is will take place in 2025/26.

Golden Key Floating Support Service is for clients in temporary accommodation with higher support needs and without support but covers support whilst they move to private renting sector, supported or social housing. There are currently 44 clients in the services and 21 people on the waiting list and the service has a capacity of 60 clients. This service is currently being recommissioned as part of a floating support service for rough sleepers.

The data for 2021-22 indicates there were 81 total referrals.

67(83%) of the referrals accepted are high needs

78(56%) have mental health needs,

59(42%) have substance misused needs

43(31%) have physical health needs.

Accommodation for Ex-Offenders (AFE0) is a service that provides support to find private rented accommodation and resettlement support for people with a custodial prison sentence within the last 12 months and be ready for a private tenancy with support. The service is funded until September 2022.

A manual exercise to identify the need of a sample of 50 referrals to the scheme since November 2021 showed:

- 0 (0%) clients had needs around domestic abuse, although some clients were historic perpetrators of domestic abuse.
- 30 people (60%) had needs around all four of homelessness, offending, mental health and substance use.

- 7 people (14%) had needs around homelessness, offending and substance use.
- 5 people (10%) had needs around homelessness, offending and mental health.

Substance Use Support Service (SUST) is for Vulnerable adults, 16 years and above with a well-documented history of rough sleeping and complex substance use. The service support clients with history of being street homeless, using drugs and/or alcohol, currently living in emergency accommodation, own tenancy, or those clients in adult pathways. Funding for SUST is currently until March 2023.

Referrals from 'Everyone In' was 500 clients, service managed to contact 63 and support was provided to 29 of those clients. Further referrals into the service of 99 clients and Support provided to 60 clients. SUST funding and criteria restrict the service to working with individuals with a rough sleeping history and (very) complex substance use. However, there are many individuals where drugs/alcohol feature problematically who don't meet these criteria but do need floating support.

Supported Lettings provides support to people who have accessed the Rough Sleeping Prevention Service (RSPS) who have secured move on into independent accommodation, in the main into the private rented sector, and who will benefit from a level of ongoing resettlement support. The Supported Lettings service works closely with the Rough Sleeping Prevention Service (RSPS – made up of the Assessment, Reconnection and Triage Team and the Early Intervention Shelter at the Wing) to provide ongoing resettlement support primarily for clients moving into private rented accommodation

Cohort A: Those being placed in PRS through the in-house Private Rented Team, those being placed in a direct let arrangement with a landlord sourced by RSPS and client has sourced own housing and is self-serving into the PRS.

Cohort B: Those being assessed and advised to remain/return to their current home but require support to maintain that accommodation and clients identified through agreement with Homelessness Commissioners who do not fit into Cohort A, for example short-term resettlement work with key groups to support the wider system.

During the period April 2021 to March 2022, the service has accepted 109 low support clients, 1 high need and 8 are medium need clients. 57 clients had positive move-on outcomes and 4 clients with a negative outcome. Currently there are 2 people on the waiting list for the service.

Flexible Covid-19 Related Accommodation Support Service is designed for Low to medium support clients aged 18+ with drug and alcohol issues, serious offenders or offenders with a history of violence and related convictions with a degree of motivation towards change and ongoing engagement with relevant specialist services.

Clients will be considered low to medium support needs on individual assessed basis. Clients are referred through several routes: BCC Private Rent Team, Housing Officers, the Homelessness Prevention Team and more.

All clients are on the Housing Support Register (HSR) with an up-to-date trusted assessment (risk assessment) outlining their strengths to enable them to sustain a private rented tenancy. All clients should have demonstrative skills to manage a tenancy with short-term support. All clients should either have, or have the potential to develop, daily living skills such as cooking, budgeting and ability to manage their own appointments with initial support. Clients with low level mental health needs such as functioning depression or anxiety are considered.

The service currently has a capacity of 80 clients. There are 65 clients currently supported by the service, 14 people with generic needs, 11 people with mental health (both diagnosed and undiagnosed), and 5 people with physical or sensory impairment. Currently there are no clients on the waiting list.