

Appendix A - Overview of Supported Accommodation Pathways

BCC commissions four supported accommodation pathways for homeless single adults:

- Pathway 1: Men only (352 units)
- Pathway 2: Mixed: men and women (225 units)
- Pathway 3: Women only (148 units)
- Pathway 4: Substance use (140 units)

Pathways 1-3 each have a range of accommodation services grouped under four levels:

- Level 1: High support accommodation (staff on-site 24/7)
- Level 2: Medium support accommodation (staff on-site 9am-5pm Monday-Friday)
- Level 3: Medium/low support accommodation (visiting staff support)
- Level 4: Low support accommodation (visiting staff support)

Pathway 4 has a range of accommodation services grouped under three stages:

- Preparation intake: For clients who are motivated to address substance use
- Preparation housing: For clients actively engaging with drug treatment services (e.g. scripted)
- In-treatment housing: For clients who are abstinent from non-prescribed drugs and alcohol

In addition to the four supported pathways, BCC commissions a Resettlement Service to provide support to clients who have moved on from the pathways into independent accommodation.

The following diagram gives an overview of Pathway services:

	Pathway 1 (male only) 352 Units	Pathway 2 (mixed) 225 Units	Pathway 3 (women only) 148 Units	Pathway 4 (substance misuse) 140 Units
Level 1	Logos House {27} {83} Stonebridge Park {3} {27} 110 Units	Jamaica Street {10} {54} Longhills {4} {21} Tollhouse Court {9} {10} 85 Units	Dean Crescent {2} {21} 21 Units	Preparation Intake {0} {24} Preparation Housing {0} {65} 89 Units
Level 2	Homefield Court {9} {8} Egerton Road {0} {12} Wayland Court {0} {11} Park Place {0} {5} Hampton Place {0} {5} 41 Units	Kensington House {0} {10} Hillside Street {0} {6} Tollhouse Court {0} {6} P4P L2 Services {16} 38 Units	Judith Herman House {0} {7} Hawthorn Croft {0} {9} New Ways House {0} {6} Britannia Road {0} {5} 27 Units	In-Treatment Housing {0} {51} 51 Units
Level 3	Second Step {0} {40} 40 Units	Second Step {0} {21} 21 Units	Missing Link {0} {30} 30 Units	
Level 4	LiveWest {0} {50} Self Help {0} {69} Ron Jones House {0} {42} 161 Units	Places for People {0} {81} 81 Units	Places for People {0} {15} Phoenix Place {0} {55} 70 Units	Key No. of Outreach Beds – {units} No. of Total Beds – {capacity}
LiveWest Resettlement Service				

Outcomes and contract management

Supported Pathways are contract managed by a dedicated Commissioning Manager based in the Homelessness Contracts and Commissioning Team. Each Pathway has a 'Pathway Lead' employed by the Lead Provider, who is responsible for overseeing the effective delivery of their pathway. The Commissioning Manager meets with Pathway Leads

individually every month, as well as holding a monthly meeting for all Pathway Leads together. Meetings are used to discuss emerging issues and trends and review performance against KPIs. Pathway Leads also provide feedback and action plans against quarterly KPI reports which are compiled by the Homelessness Contracts and Commissioning Team, and have annual reviews taking an in depth look at performance.

Overview of current contracts

All four pathways are currently commissioned and contract managed by the Homelessness Contracts and Commissioning Team. Funding for Pathways 1-3 comes from Housing Options whereas the funding for Pathway 4 comes from Public Health.

A partnership approach was taken to commissioning the current contracts. Support services are provided by a total of 11 providers with each pathway having a lead provider responsible for the pathway but sub-contracting services to other providers. The lead providers are as follows:

- Pathway 1: The Salvation Army
- Pathway 2: Second Step
- Pathway 3: St Mungo's
- Pathway 4: Ara (Addiction Recovery Agency)

All pathways started on 28 October 2017, with current contracts ending on 27 October 2024.

The Resettlement Service, run by LiveWest, provides support to clients who have moved on from the pathways into independent accommodation started on 01 July 2018, with the current contract ending on 27 October 2024.