

Service Specification: Ealing High Needs Staging Post

Aim: To provide short-term supported accommodation to 10-12 clients with a range of needs whilst identifying a sustainable route away from street homelessness.

Overview:

This service forms part of the Ealing pathway for rough sleepers.

It is a short-term Staging Post/ Supported Accommodation provision, with 24-hour staff presence, for rough sleepers with medium to high needs.

The service is needed to support complex needs clients to increase engagement with services, improve their quality of life and reduce homelessness.

Maximum available funding for one year: £333,000

This is the maximum available funding to provide at least 10 spaces for a duration of one year. It includes all costs – ie. service/staffing, direct and central costs and building/lease and related running costs for this project.

Nb. Housing Benefit / Intensive Housing Management:

Some clients will not be eligible for benefits due to their immigration status, however you may wish to propose a model based on 20-40% being eligible for Housing Benefits.

You may also wish to consider Intensive Housing Management costs for eligible clients as part of your proposal.

Staffing Structure

The staffing structure for the project should include a 24 hour on-site staffing presence.

The service will require assessment / case officers to work with clients, however you may wish to consider evening/night concierge or security.

Please provide a detailed staffing model based on this specification in your Method Statement.

Building(s)/Location:

The service would ideally be based across no more than two buildings, providing at least 10 spaces in a psychologically informed environment.

The accommodation needs to be within or close to the London Borough of Ealing.

Nb. Alternative Structures to this Specification can be considered

Smaller project:

We will consider proposals to supply a reduced number of beds/ rooms.

In this case, we will either look for a combination of providers and/or supplemented provision through other means.

Shared rooms/areas:

One or more of the rooms could be a 'sit-up' or 'crash pad' area taking more than one client. Please ensure your staffing/security plans allow for the safe running of this.

Overnight service only:

If you have a building that you would rather use as an overnight service only, that would be closed during the day (or only open for case working) we can consider this model.

Client Group:

Clients will be

- Verified rough sleepers,
- Or those at imminent risk of rough sleeping (referred via the Navigators or Rough Sleeper Borough Coordinator)
- Over 18 years of age
- Complex / Medium to High support needs (including substance misuse, mental health, offending, etc)

The service will work with clients regardless of eligibility – including EEA and non-EEA nationals with unresolved immigration status.

Referrals Agencies:

- Ealing Rough Sleeping Outreach Service;
- Rough Sleeping Assessment hub;
- Ealing Navigators;
- Ealing Rough Sleeper Borough Coordinator

Referrals & Assessments

Those referred may not have engaged with an assessment of their needs. The service provider needs to be able to take clients with limited information in relation to needs / risks. It is expected that for the most vulnerable clients, the assessment process will not be rigid and may need to be conducted over an extended period.

Support:

Support will be provided by the service staff, with additional support from Outreach workers and Navigators based in other services, as appropriate.

The service will have access to

- Immigration advice provided by the RSI funded Immigration Advisor co-located in the Outreach Service.
- Mental Health advice provided by the Rough sleeper & Mental Health Programme (RAMHP)

Some clients will have a limited command of English - currently the main language are Polish or Punjabi.

Support will need to be wide-ranging and include:

- Full needs and risk assessments
- Development of action and move on plan
- Referrals to specialist and generic services
- Assistance to engage with services
- Regular support sessions
- Support to access/apply for benefits

Move on:

Move-on will be via existing provision or reconnection to home areas, as well as into the private sector if appropriate.

The service will be able to refer into the following where an Ealing local connection and eligibility has been established:

- Supported Accommodation provision for verified rough sleepers (There are currently ring-fenced supported beds in the West London YMCA and St Mungo's Sixty-Five Hostels and the "Work-ready Hub")

High Needs Staging Post

- LB Ealing Specialist Support Team (gateway into Ealing commissioned supported accommodation and floating support)
- The service will also be able to apply for funds from the RSI Migrant Inclusion Fund which can pay for time-limited supported accommodation, detox and rehabilitation for people who are at high risk and with No Recourse to Public Funds.

The service will also refer and develop links with other providers – including those out of borough where clients meet the criteria, as well as pan-London and sub-regional services.

Joint work

It is expected that the service will work with local, sub-regional and pan-London commissioned and non-commissioned services in order to best support clients.

The provider will be expected to participate with local forums, including:

- Ealing Homelessness Forum (Quarterly forum chaired by the Outreach Service)
- “Project Move-on” – or similar – group bringing together Ealing hostel managers

Outputs:

The service will support at least 10 clients at one time, for an average of 3 month stays – approx. 40 people assisted over the year

Outcomes/Key Performance Indicators:

1. > 95% Occupancy
2. > 50% move into longer term sustainable accommodation (anticipated to last at least 6 months)
3. > 10% reconnect to home areas
4. > 95 % of Non-EEA and EEA nationals with unclear status or eligibility engage with the Immigration advisor or other immigration support
5. > 95% of EEA nationals have their Settled Status clarified via the EU Settlement Scheme
6. < 10% return to rough sleeping within 6 months of leaving the project

Reporting requirement:

During the mobilisation of the service, the manager will need to provide weekly updates. There will also be requirements for monthly statistics and quarterly reports, alongside standard requirements around reporting of serious incidents and quarterly review meeting.