



Housing Needs Assessment – Homeless Young People and Substance Misuse in Canterbury, Dover and Thanet.

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1.0 Introduction

Much research has taken place on young people and homelessness and much of this research identifies substance misuse as being an issue. Supported housing can play a valuable role in helping young homeless people with substance misuse issues but it is often felt that more is needed.

This research has been requested by the Health and Youth Justice section of Kent Drug Alcohol Action Team (DAAT). It looks at the specific area of East Kent (Canterbury, Dover and Thanet) in terms of supported housing available for young people, specifically analysing one referrals and lettings at one project in Canterbury, acceptances by the Local Authority and gaps in services already identified. This research makes recommendations for ways in which the gaps in services can be fulfilled. This research is not in depth due to time constraints and resources available and further research is needed for a fuller analysis.

1.1 The 74/76 Whitstable Road project

A large section of the research focuses on 74/76 Whitstable Road. This is a supported housing project for homeless 16 – 21 year olds managed by East Kent Cyrenians (EKC). It opened in March 2003 and is primarily funded by Supporting People (see below). It is short stay and residents stay for approximately 3 months in which they receive intensive support (it is 24 hour staffed) in order to help them address issues and give them the skills in which to live independently. A service specification for the project is enclosed. It was opened after joint planning with Canterbury City Council, Crowebridge housing, Supporting People, Social Services and 16+ team to help the Local Authority meet their statutory homeless duties (see 1.3) and help all young homeless people in the area, even if they were not classed as statutory homeless.

1.2 Supporting People

Most supported housing is primarily funded by the Supporting People (SP) programme, a funding regime which started in April 2003. SP is funded by the ODPM and is a combination of grants and transitional housing benefit which had previously paid for supported housing pre April 2003. The system was changed so that there would only be one main funding stream for supported housing, thereby making it easier to monitor the services, map supply and plan for future services. Supported housing includes housing for homeless people, learning difficulties, the elderly and floating support in vulnerable people's own homes.

In the county of Kent, there are two Supporting People teams – Kent SP and Medway SP (as Medway is a unity authority). Kent SP is managed by Social Services and its head office based in Sessions House, Maidstone. The SP team

fund and monitor supported housing services on behalf of all the Local Authorities in the area.

The Supporting People programme cost £1.8 billion nationally in 2003/4, which was an increase of £400 million from original government predictions. This triggered a government review (the Robson Rhodes review) in 2004 and culminated in cuts in the programme from 2004 – 2007 with little room for growth of new schemes.

1.3 Homelessness Act 2002

Under the 1985 Homeless Act, Local Authorities had a duty to house, for 2 years, all those in priority need who were unintentionally homeless. In 2002 the priority needs category was expanded to include extra groups, with all homeless 16 and 17 year olds being one category. The statutory duty was changed to housing permanently, instead of 2 years. Priority need categories are now:

- Someone who is pregnant
- People with dependent children
- People who are vulnerable as a result of old age, mental illness or handicap, physical disability or other special reason
- People who are homeless as a result of a disaster, such as flood or fire
- 16 and 17 year olds - excluding 'relevant children' under the Children (Leaving Care) Act 2000, and 'children in need' who are owed a duty under section 20 of the Children Act 1989
- Care-leavers aged 18, 19 or 20 years old who were looked after, accommodated or fostered when aged 16 or 17, and who are not 'relevant students'
- People aged 21 or over who are vulnerable as a result of being looked after, accommodated or fostered by the local authority, and who are not 'relevant students'
- People who are vulnerable as a result of fleeing violence (or threats of violence)
- People who are vulnerable as a result of spending time in the armed forces or having been in prison or remanded in custody

Priority need is automatic except for the last 3 categories. Priority need will be determined on each individual case employing the test of 'vulnerability' according to the definition established by case law and the code of guidance.

2.0 Similar research

Kent and Medway DAAT commissioned research to look at substance misuse and those in housing need in 2004. The University of Kent carried out the research - Brook, A & Bonner, A (2005) Housing Needs Analysis. This research only looked at clients over 18 years old and did not look specifically at young people. This paper has similar research but on a much smaller scale and specifically for young people. It does use similar research methods of collecting statistical data through Supporting People client forms and interviews with staff and service users.

It is not uncommon for those who are homeless to have additional support needs and issues such as substance misuse. For example the Social Exclusion Unit research (2005) found 98% of young adults accessing services had more than one problem i.e. combination of two or more of the following: homelessness, leaving care, mental health, lack of training, crime, poor housing, drug use, alcohol use, learning disability.

Research on young people with housing substance issues was investigated as part of this study and is outlined in the results section.

3.0 Methodology

Data was collated from a variety of sources which is outlined below.

3.1 Supporting People and Local Authority data

Information was gathered from the 5 year strategy (draft) and the Value for Money questionnaires that were collated by Starfish consultancy on behalf of Kent Supporting People team and have been made available to providers. Information was also collated from reading of Local Authorities Homelessness Strategies and the Joint Protocol.

3.2 Research documents

Information was gathered from The East Kent Joint Policy and Planning Board (housing) sub group on the joint protocol, the Youth Justice Board 'Sustainable Accommodation' report (2005) and the Interreg 'Assessment of Services and Initiatives provided for homeless young people' (interim report 2005). The research covered the areas of joint protocol, care leavers and Bed & Breakfast accommodation.

3.3 East Kent Cyrenians statistical data

The information about referrals and lettings was gathered by staff at East Kent Cyrenians from referral forms and case notes at 74/76 Whitstable Road. The information was put into tables and then transferred to Excel spreadsheets. Some of the information from 74/76 and information from other projects were gathered from SP Client Record Forms and East Kent Cyrenians internal monthly

reports. The SP Client Record Forms only record clients issues at point of move in and may not show a true picture of the support needs as often the needs do not become apparent until they have been accommodated for sometime.

3.4 East Kent Cyrenians non statistical data – staff

Staff were interviewed in semi structured interviews about their ideas on provision of supported housing for young people with substance misuse problems and also asked to write up case studies on clients they had worked with.

3.5 East Kent Cyrenians non statistical data – service users

They were consulted through informal semi structured interviews carried out by the East Kent Cyrenians Service User Support Team in June 05. These service users were not necessarily living in supported housing but all of them had or did have substance misuse problems. They were all adults and were asked questions about what would have worked for them when they were young, what services they accessed etc.

4.0 Results

4.1 Housing need for young people – Supporting People data

According to Kent Supporting People, in November 2004, (VFM Starfish data, Nov 04) they were funding a total of 6 services for young people in Dover, Thanet and Canterbury that could support up to 62 young people at any one time. There were an additional 2 services in the areas for teenage parents that could support up to 18 clients. The breakdown is as follows:

4.1.1 Canterbury

- 1 supported housing project for teenage parents – 5 clients
- 2 supported housing projects for young people at risk – 17 clients

4.1.2 Thanet

- 1 floating support service for teenage parents – 13 clients
- 1 floating support service for young people at risk – 7 clients
- 2 supported housing projects for young people at risk – 29 clients

4.1.3 Dover

- 1 floating support service for young people at risk – 9 clients

In summary, there were 16 places specifically for young people at risk in Canterbury, Thanet and Dover through floating support which formed part of a total of 208 places county wide (excluding Medway as a unitary authority). There were 46 supported housing places for young people at risk in Canterbury, Thanet and Dover which formed part of a total of 86 places county wide.

4.2 Housing need for young people – Local Authority data

4.2.1 Canterbury

According to the data in the Kent Supporting People 5 year strategy, Canterbury City Council accepted 7 statutory homeless 16 and 17 year olds in 2003/4. In the same period East Kent Cyrenians project 74/76 Whitstable Rd in Canterbury had 50 referred and 18 move ins for the same age group.

The Canterbury Housing Strategy identified that there was a gap in services provided and one of these gaps was for level supported housing schemes for homeless young people.

4.2.2 Dover

Dover District Council accepted fourteen 16 and 17 year olds as homeless in 2003/4 and identified in their housing strategy that there were gaps in their services which included the need for temporary and permanent accommodation with support for young single people and those who misuse substances.

4.2.3 Thanet

Thanet District Council accepted twenty six 16 and 17 year olds as homeless in 2003/4 (an increase from 19 in the previous year). They identified in their housing strategy that one of the gaps in services was suitable temporary and move-on accommodation for 16-17 year olds.

4.3 The Joint Protocol

A working group was set up in 2004 as a sub-group of the East Kent Joint Policy and Planning Board (housing) to develop a joint protocol between housing, Social Services, health and the voluntary sector to agree on how these agencies will work together to address the needs of young people who present as homeless, aged 16 – 21 years old.

The aim was to produce a protocol by mid 2005 that would:

- To clarify the statutory duties and agreed responsibilities under the protocol of partner agencies
- To establish a system that ensures a seamless service to vulnerable young people, irrespective of which agency they present to first or which district they live in
- To promote co-operation and joint working between the partner agencies
- To ensure that, through methods such as mediation, reconciliation between young people and their families/carers is achieved wherever possible

The protocol is not completed yet but is planned to be by July 05. It will mean that agencies will complete joint referral forms for young homeless people and will work closer with the Local Authority and Social Services. The draft protocol also states that *'all young people who are accepted homeless under the protocol will be referred for floating support services, as a minimum by the Local Authority.'* However it does not state what action would be taken if there was no available space on floating support and there was a long waiting list (see recommendations later.)

4.4 Bed & Breakfast Use

Several agencies and documents have recently highlighted the issue of Bed & Breakfast accommodation being used to house vulnerable homeless young people. The Youth Justice Board states in its strategy 'Sustainable accommodation' (released May 2005 for consultation), that the presence of stable accommodation can mean a reduction of more than 20% in re-offending rates. It goes on to state that lack of stable accommodation can make it *'extremely difficult for young people to engage in ...services to address substance misuse'*. One of the key recommendations is that the Youth Justice Board should work with all partners to *'influence the phasing out of the use of unsupported*

bed and breakfast accommodation for all 16 and 17 year olds within the next 5 years.' This is based on evidence from a snapshot study in which 15% of young people accessing youth offending teams were found to be in housing need, with 26% of these being in Bed and Breakfast accommodation.

The Chartered Institution of Housing as part of its election manifesto also called on the government to *'end the use of Bed and Breakfast accommodation for 16 and 17 year olds.'* (April 05).

This is once again echoed in recent Interreg research (2005) which found that *'in Canterbury for those young people whose needs are considered to be too high for the existing provision, B&B accommodation is the option most frequently used. This accommodation is not only unsupported, but it is also poorly equipped, and tends to exacerbate health and social problems because conditions in the hostels are so poor. The young people living in B&B accommodation experience poor health, poor eating habits (a cold breakfast is often the only meal they eat daily), susceptibility and increased likelihood of drug and alcohol abuse or drug related offences (pedalling drugs for older residents).'*

It goes on to state that Dover, Canterbury and Thanet have all expressed concern over the use of B&B accommodation as they on average stay up to 3-4 months. Current government legislation requires that Local Authorities do not use B&B accommodation for longer than 6 weeks for statutorily homeless families but this does not include single statutorily homeless people (and thereby this included homeless 16 and 17 year olds.)

The research states *'agencies stated that floating support in such situations would go a long way to increasing a young person's chances of longer-term social inclusion and in maintaining the link between young people and support services. Currently this represents a major gap in service provision for young homeless people.'*

4.5 Care leavers

The Kent Supporting People 5 year strategy comments that statutory homelessness figures show that Maidstone and Thanet accept higher than average numbers of care leavers in the county.

The strategy states that the client groups with the highest priority for developing new housing-related support services in Kent are:

- People with multiple / complex needs (including people who are homeless, mental health, alcohol, drugs and offending history)
- Young people at risk
- People who misuse alcohol or drugs
- Frail elderly people

It also states that according to Social Services District Business Plans 2003-2004, Kent has *'approximately 1,200 'looked after' children. Whilst not all of them may have future housing-related support needs, a proportion of these children will constitute future need...more research is required to quantify the data.'*

This is backed up by East Kent Cyrenians own internal data in that a number of the young people who access their supported housing services have been in care or 'looked after'. Of the 29 lettings at 74/76 Whitstable Road between April 2003 and March 2004, 35% were in care, 31% not in care and 34% not known. Of the 17 lettings from April 2004 to September 2004, 35% were in care, 50% not in care and 15% not known.

The Youth Justice Board (2005) estimates that between 40 - 49% of young people in custody have some experience of the care system and can experience particular difficulties in accessing suitable accommodation on their release from custody.

4.6 Housing need – East Kent Cyrenians statistical data

This section includes data of 16 – 21 year olds housed in a variety of East Kent Cyrenians projects. The projects may not be specifically for young people however they still take a large number of young people. It is for the period 2003/2004 and April 2004 – September 2004.

4.6.1 106 Whitstable Road

This is a short stay hostel for 16 – 65 year olds based in Canterbury.

2003/2004 - 10 lettings were made for 16 – 21 year olds of which 4 were 18 year olds. 2 were female and 5 of the residents were identified as having drug or alcohol issues (or both) at time of moving in.

April - Sept 2004 -3 lettings were made to 16 – 21 year olds, 1 was female and 1 was identified as having drug issues. There were 156 referrals for this period of which 2 were 16 – 17 year olds and 44 were 18 to 24 year olds.

4.6.2 Craddock House

This is a medium stay (up to two years) supported housing project for homeless people and takes tenants from 18 – 65 years old. It is based in Canterbury

2003/2004 - 4 lettings were made for 18 – 21 year olds. All were male and 1 was identified as having drug issues at time of move in.

April – Sept 04 - 4 lettings were made for 18 – 21 year olds. All were male and 2 were identified as having drug issues at time of move in.

4.6.3 Emergency Bedspace

This is a one person bedsit situated within Craddock House, Canterbury but separate from the main building. It is used by East Kent Cyrenians street outreach team to house rough sleepers and particularly vulnerable homeless people on a very short stay basis (ranging from one night to a few weeks at the most.)

2003/04 - 4 lettings were made to young people – 3 were 18 years old and one was 17 years old. One was female and 3 of the 4 were identified as having drug or alcohol issues or both.

April – Sept 04 - 5 lettings were made for young people – 3 were 18 years old and 2 were 17 years old. 3 were female and 2 were identified as having drug issues.

4.6.4 New Town Street

This is a 8 bed supported housing project for 16 -21 year olds with a maximum stay of 2 years. It is based in Canterbury and since March 2003 (when 74/76 Whitstable Rd opened) it has been used as a move on resource from the short stay project although referrals can be made direct to the project.

2003/4 - There were 6 lettings – 3 were for 17 year olds, 2 for 18 year olds and 1 for a 20 year old. 3 were female. None were identified as having drug or alcohol issues.

April – Sept 04 – There were 7 lettings – 1 for a 16 year old, 3 for 17 year olds and 3 for 18 year olds. 4 were female and 2 were identified as having drug issues when they moved in. There were 28 referrals in this period with 16 of them being 16 – 17 year olds and 12 being 18 – 24 year olds.

4.6.5 74/76 Whitstable Road

The charts in the appendixes show data from East Kent Cyrenians 74/76 Whitstable Road project for young people. It shows a breakdown of various aspects of the project including referrals, lettings, age, gender, drug issues and types of drugs used.

In the period 2003-4, a total of 29 lettings were made to 16 – 21 year olds in this project from 134 referrals. From April 04 – Sept 04, 17 lettings were made from 69 referrals.

The data shows that there were high levels of young people with substance misuse problems both referred and accommodated at the project. In 2003-4 25% of referrals had an alcohol issue, 29% had drugs issues and 22% had mental health. Similarly of those accommodated in that period, 34% had alcohol issues, 45% had drug issues and 38% had mental health issues. The types of drugs used were cannabis, heroin and ecstasy.

In April 04 – Sept 04 of the referrals 22% had alcohol issues, 26% had drug issues and 26% had mental health issues. Of those accommodated, only 12% had drug issues, 12% alcohol and 12% mental health. These figures are slightly lower than others but this may be due to the way the statistical data was collected for this period as it was based on residents' issues at the point of move in, when it may be the case that the issues were not known about at that point. The types of drugs used broadened in this period compared to the previous period to include cannabis, amphetamines, cocaine, ecstasy and heroin.

4.7 East Kent Cyrenians non statistical data - staff interviews

Staff who worked in a variety of East Kent Cyrenians projects were asked the following in semi structured interviews during February to June 05:

- What provision is there currently for young people with substance misuse problems who are homeless? Is there enough provision?
- What has worked well in your experience in working with this client group?
- What do you think is needed for future provision?
- What ideas do you have that may help this client group?

Some of the responses were:

'we have some projects for young people but there just isn't enough. You only have to look at the number of referrals we get sent through each month and the number of spaces we have to see there isn't enough provision'

Hostel worker

'there is a real problem with finding places for move on. Often we have moved on people into Craddock house [East Kent Cyrenians managed] which isn't specifically for young people but we have no choice as there is no where else in Canterbury if New Town Street is full. I'm not sure if it is good for the young people to be mixing with much older people who may have more support needs.'

Young person's worker

'it works well when all the agencies work together and let each other know what is going on, although at the end of the day you can provide all the support you want but the resident themselves has to want help'

Young person's worker

'we've had some training from KCA on the DUST [drug user screening tool] which was really helpful. More joint working would be helpful.'

Hostel worker

'We are already seeing an increase in the number of younger people approaching East Kent Cyrenians [16/17 year olds] and would like to develop another 24 hour cover scheme similar to 74/76. There is a particular need for this group in Dover and Thanet.'

Operations Manager

'We need more floating support services in Dover and Thanet.'

Operations Manager

'we had some training recently at our staff forum and it was really good. An ex drug user did the training which was organised through SUST [service user support team]. It really made it real; hearing about someone's own experience and it was quite inspiring to know that someone can come off drugs! Maybe clients should train other clients on the dangers of drugs and alcohol as they are more likely to listen to them than to a worker'

Floating support worker

'More smaller shared housing schemes should be developed. This type of scheme is particularly useful for young people as a stepping-stone to living totally independently. Some of our tenants do not benefit from living totally on their own, as isolation is a problem. Shared schemes are therefore necessary.'

Operations Manager

4.8 East Kent Cyrenians non statistical data - case studies

Case study 1 - C moved into 74/76 Whitstable Rd just after it opened, aged 17 years old. She was on probation and had a heroin addiction. She worked well with staff at 74/76 and KCA and was able to stop using. She moved on into a lower support Cyrenians project and has now started a course in hairdressing. She hopes to move to her own council accommodation in the near future.

Case study 2 - L was street homeless in 2004 at the age of 18 years old and was referred to 74/76 through EKC's outreach team. She had a heroin addiction and was offending. She was put onto a Drug Treatment Testing Order which she responded well to and engaged with KCA. She eventually moved to a lower support project as her drug use lessened.

Case study 3 - B was 16 years old when he moved into 74/76 Whit Rd. He had family difficulties due to his father having violent behaviour and mental health problems. He used alcohol to binge on a regular basis but did not seek help from any alcohol services. He moved onto private rented with floating support in Thanet but experienced difficulties due to losing his job and a violent conflict with his father. He eventually gave up the accommodation after 6 months to go to a job with accommodation out of the area.

4.9 East Kent Cyrenians non statistical data - Service user input

Over a period of ten days in June 05, EKC staff asked service users about different aspects of their using when they were younger through semi structured interviews. The users surveyed ranged from 30 to 65, a mix of social backgrounds, various areas across mainly west Kent and Medway, the only thing they had in common was their addiction to either drugs or alcohol. Staff spoke to 27 people, 50/50 split of men and women and were asked the following:

- Could things of been different for you when you were younger?
- What services were there for you?
- Could you access these services?
- Did you know how to access?
- Can you make any comments regarding being a young addict/alcoholic?

4.9.1 Alcohol users

The main responses from the 30- 40 year old alcoholics were:

"I didn't have or didn't realise I had a problem until I was in my late twenties /early thirties. I always worked and functioned. It was acceptable to go out after work and get bladdered and party all weekend, everyone did it. By the time I realised it was too late and everything had gone or was going".

The 40+ alcoholics:

"It's what you did; my life was in the pub, it was normal. I only got help when I had nothing else to lose".

"I was 42, on my own, no life just the bottle. I can't believe it took me so long to see it wasn't normal"

4.9.2 Drug users

The main response from the addicts was the same:

"I started off with a puff at parties in my teens, the next thing I was 23/24 and hooked on heroin/crack"

Although none of these people tried to access services in their youth it appeared that the drug addicts had a shorter amount of time abusing before they acknowledged a problem whether this was enforced or not. The alcoholics were all abusing a lot longer as it was acceptable and they had to lose everything and everyone around them before seeking help.

5.0 Recommendations

The research carried out in this document highlights gaps in services for floating support for young people with substance misuse issues and not enough provision in supported housing. It also highlights the need for more joint working and service user involvement.

5.1 Recommendation One – supported accommodation

The data from 74/76 Whitstable Road and other projects show that there are large amounts of young people trying to access supported housing yet this is not reflected in the amount accepted as statutorily homeless by Local Authorities or the amount of supported housing for young people that is provided. For example, 74/76 Whitstable Road was only able to take in 20% of the young people referred to them in 2003/4. A large amount (approx. 22% – 45%) of those referred or accommodated at 74/76 Whitstable Road has some drug, alcohol or mental health issues.

From this data it can be concluded that more supported housing is required for young homeless people and that specialist housing for substance misusers or those with dual diagnosis (substance misuse and mental health issues) would be preferable.

Supported housing can be very costly, particularly if it is 24 hour but it is very effective, as the case studies have shown. The costs of running the 9 bed unit at 74/76 Whitstable Road are approximately £319,000 a year with approximately 70% of the costs being for staffing (as 24 hour). Depending on the size of the project, any new young person's projects would cost in the region of £300,000 - £350,000 per annum. It is recommended that new projects are needed in both Dover and Thanet but capital costs would have to be found through the Housing Corporation or Local Authority (for initial building cost or redesign of existing building) and revenue costs would probably not be possible from Supporting People for the next few years due to cuts being in place.

5.2 Recommendation Two – floating support

Floating support is a cheaper option than supported housing and could be provided to those in B&B (either placed there by Social Services or the Local Authority if statutorily homeless and no other accommodation available) or to those in their own home to prevent them becoming homeless. Floating support costs vary depending on the size of a scheme i.e. how many staff, how much management input, number of clients etc. For example, East Kent Cyrenians Thanet floating support scheme costs approximately £50,000 per annum and can support up to 15 clients.

It is recommended that extra floating support schemes be provided, specifically in Dover and Thanet areas for young people (16 – 21 year olds). Initially two

workers in each area would be able to support up to 60 young people and in addition at least one worker in Thanet and one in Dover to work with and support 16 and 17 year olds in Bed & Breakfast accommodation.

It is unlikely that Supporting People (who currently fund most floating support) could fund this due to current cuts in their budget so alternative funding would need to be sort.

5.3 Recommendation Three – joint working

The benefit of joint working amongst agencies working with the client group is evident from the case studies and staff interviews. The joint protocol will be a step in the right direction in providing a seamless services but more joint working is needed, particularly in the area of dual diagnosis as the statistics from 74/76 Whitstable Road show high numbers of young people with substance misuse issues and mental health.

It is recommended that in addition to the DUST training that KCA carries out to homelessness organisations such as East Kent Cyrenians, that KCA staff and other drug and alcohol services received reciprocal training from homeless organisations. It is also recommended that joint working protocols be set up in a formal, written form to ensure that if a young person has a support / care plan with a drug agency and another plan with a housing provider, that these plans are shared (in agreement with the young person) to provide a seamless service, avoid duplication of work and to provide focused outcomes. At the moment, any joint working is on an informal basis and may vary from area to area and agency to agency.

It would also be extremely useful to have a young persons worker in each area working solely within supported housing but to be funded separately (possibly from the DAAT) to work with young people on substance misuse and dual diagnosis. This worker could be a good liaison point for all different supported housing providers in one area and a link person between them and drug and alcohol services, whilst at the same time remaining independent of them.

5.4 Recommendation Four – service user involvement

Although service users were involved on a small scale in this study, more involvement is needed in future research. The training provided by ex-users to staff in East Kent Cyrenians (as described in the staff interviews) could possibly be extended to other organisations to better equip them with information to help support young substance users. The training could also be given to young people themselves as it may be that they would be more willing to listen and take heed of information given from ex-users rather than professionals. This training would require funding however if it was to be done on a meaningful scale and may need to be linked into adult DAAT services / funding.

6.0 Conclusion

This report has researched the issue of homeless young people with substance issues but only on a small scale and further, more extensive research is needed. The report has concluded four recommendations:

- More supported housing for homeless young people
- Extra floating support services for young people
- More joint working between agencies working in housing young people and drug and alcohol services
- Service user involvement in further research on this area and training by service users to other services users and agencies.

This report has not investigated different ways of funding the recommendations although possible funding could be the DAAT, Local Authorities, Supporting People, Social Services, Housing Corporation, Youth Offending Service and charitable bodies.

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Sullivan, E (2004) 'Review of the Supporting People Programme.' Robson Rhodes

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Appendixes

Referrals April 03 – March 04 at 74/76 Whitstable Road, Canterbury

Chart 1

There were a total of 134 referrals ranging from 16 years old to 21 years old.

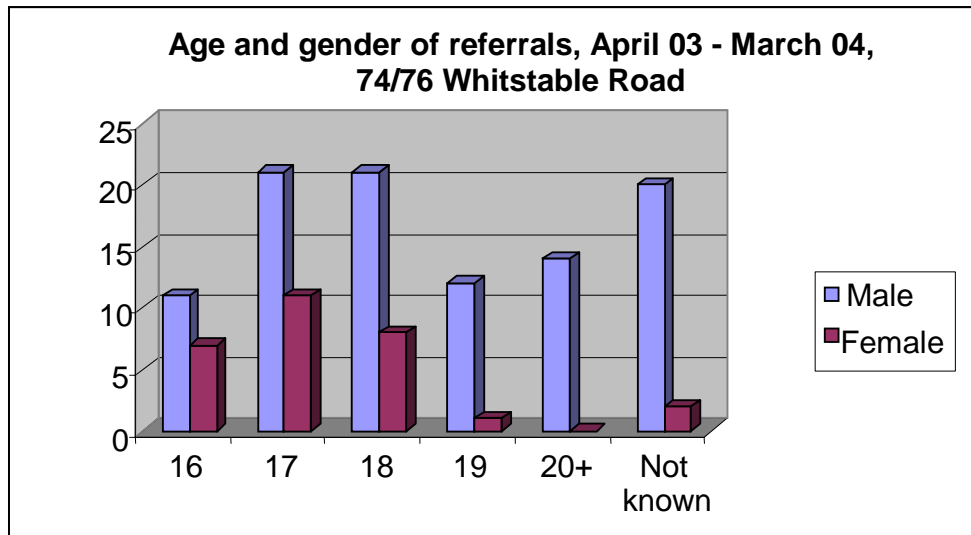


Chart 2

The ethnicity was mainly White British

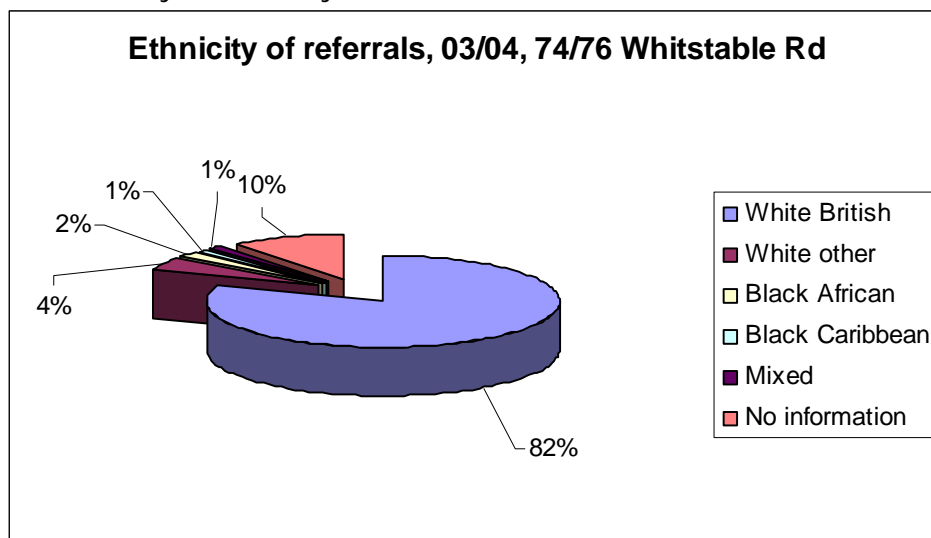


Chart 3

It was found that the following had alcohol or mental health issues.

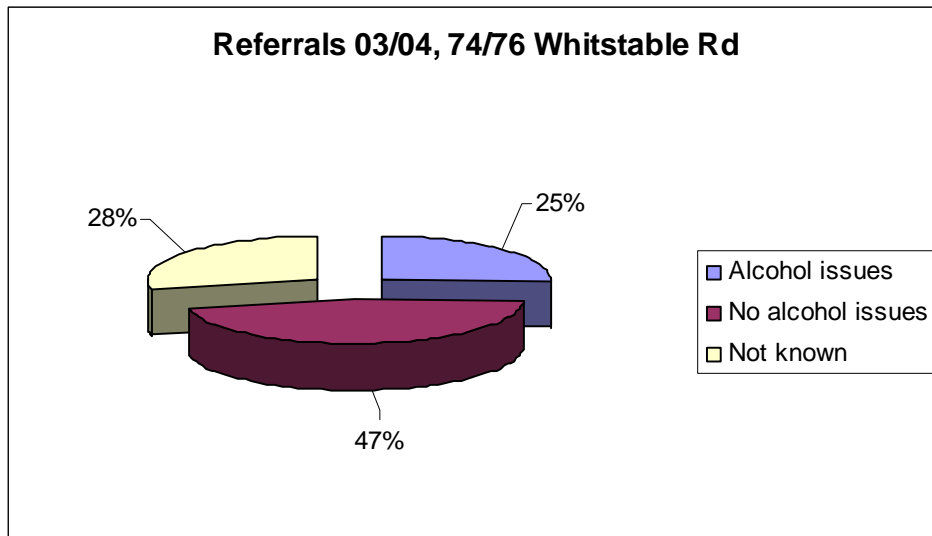


Chart 4

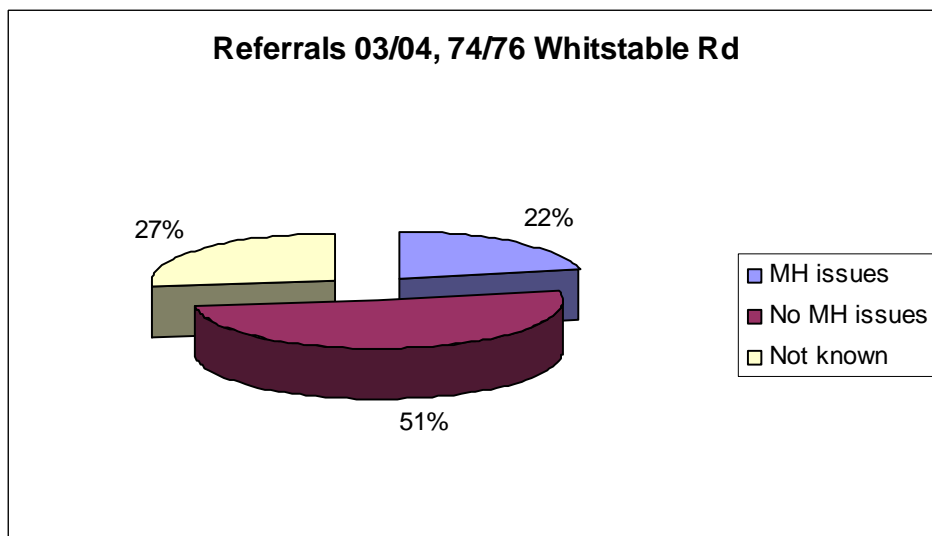


Chart 5

The following had drug issues

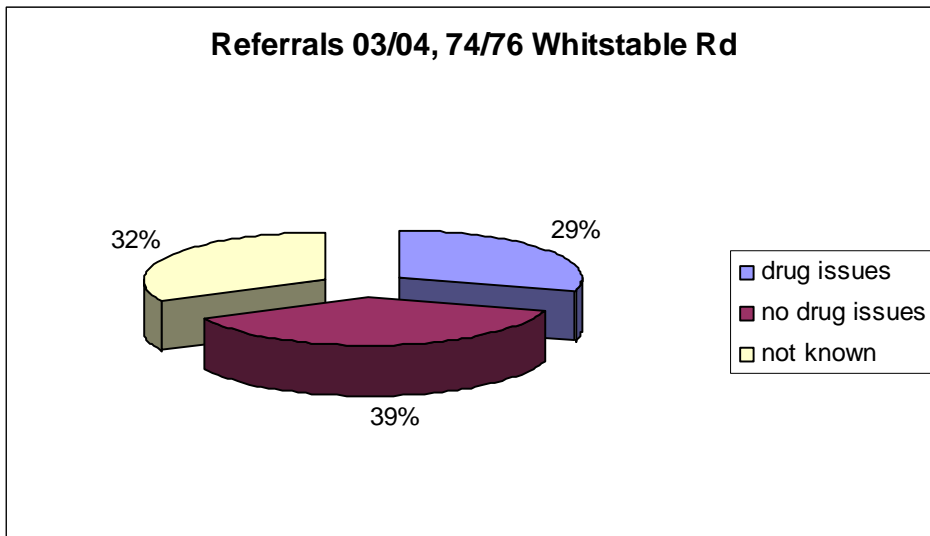
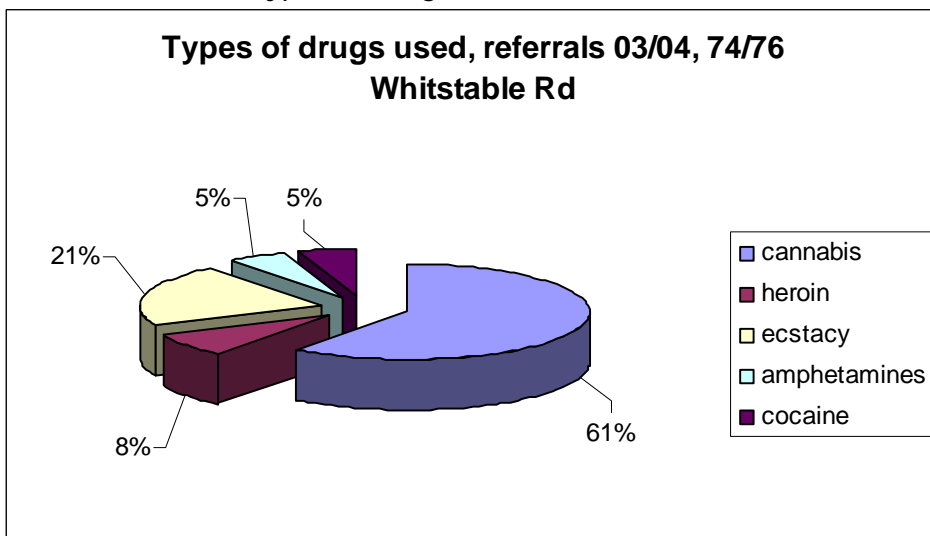


Chart 6

Where known, the types of drugs used were as follows:



Lettings April 03 – March 04 at 74/76 Whitstable Road, Canterbury

Chart 7

There were a total of 29 lettings ranging from 16 years old to 21 years old.

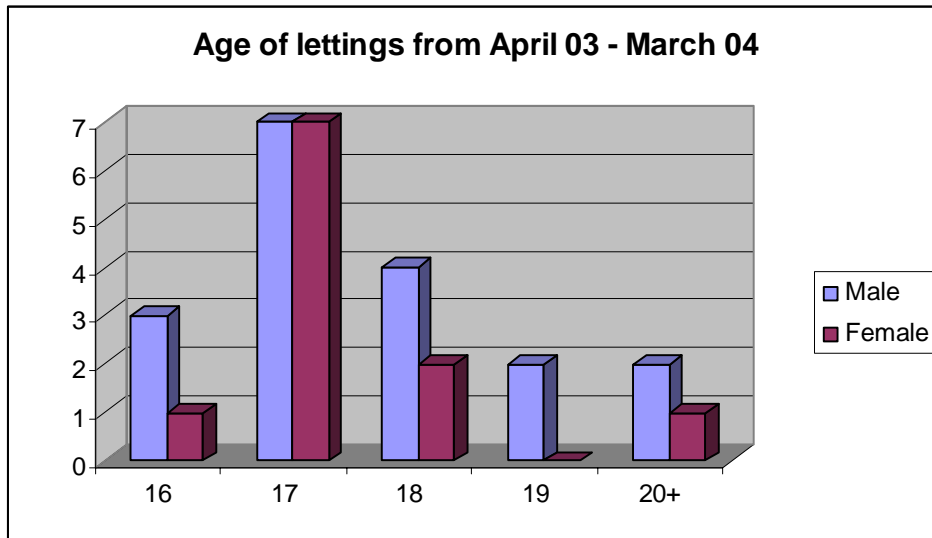


Chart 8

The ethnicity of residents was mainly White British

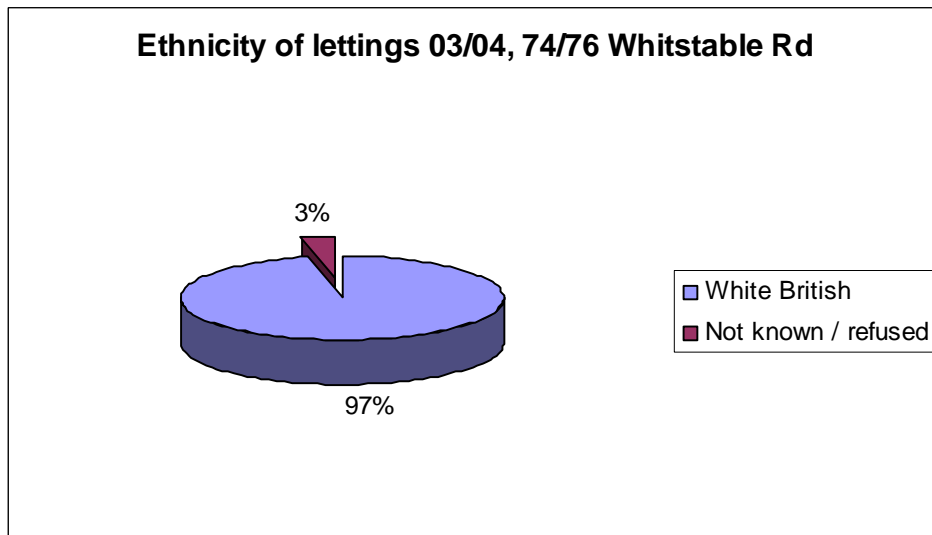


Chart 9

It was found that the following had alcohol or mental health issues

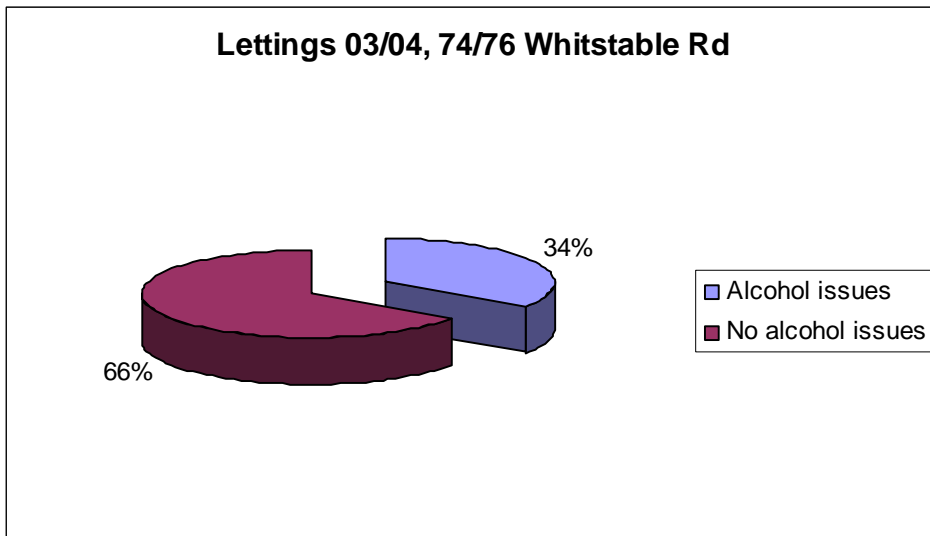


Chart 10

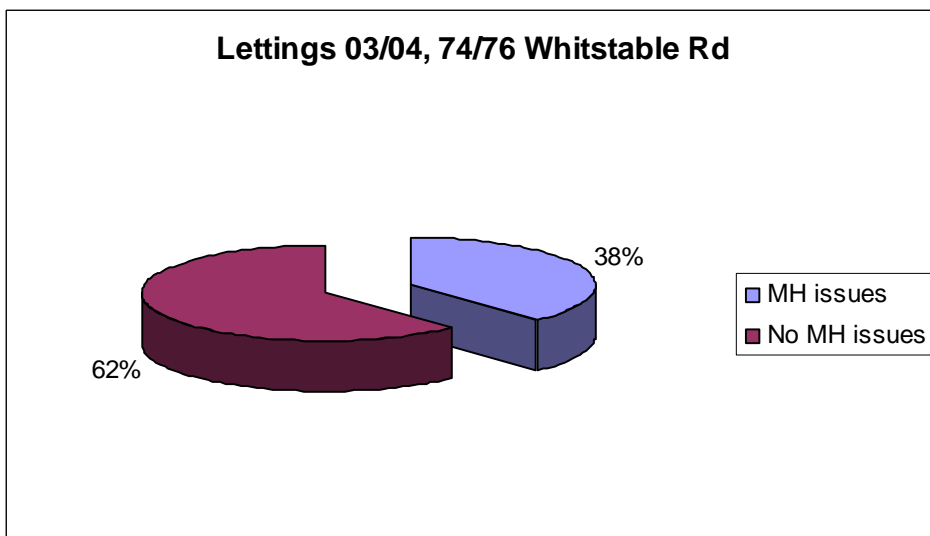


Chart 11

The following had drug issues

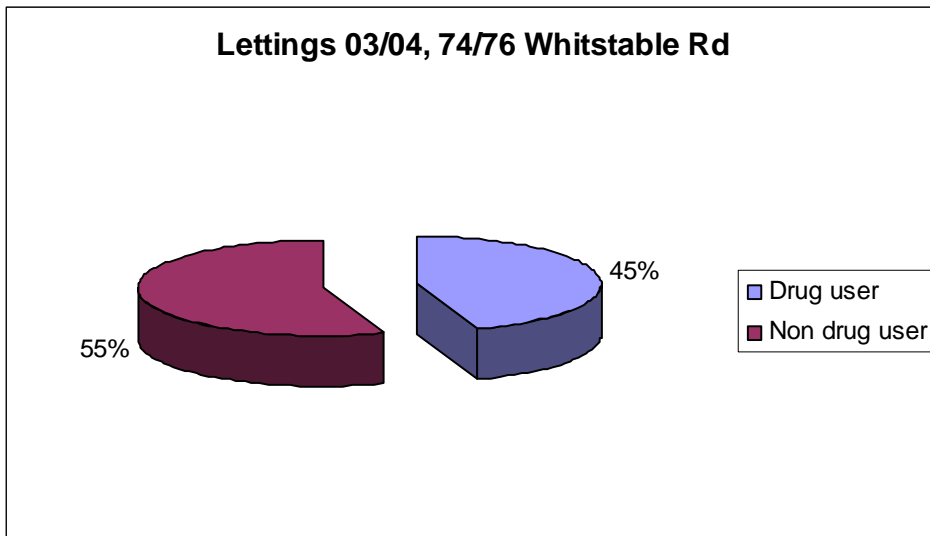
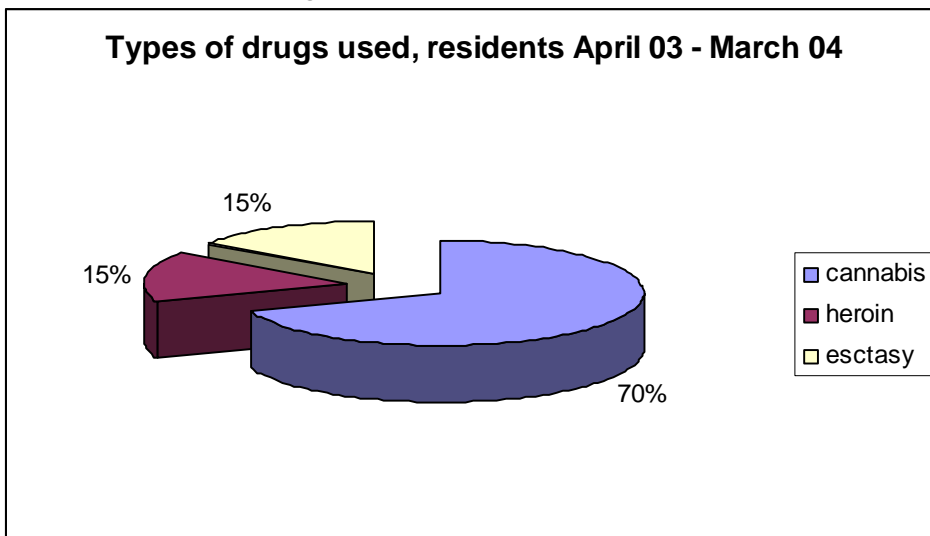


Chart 12

Where known, the drugs used were as follows:



Six of the thirteen drug users had contact with KCA and eight had contact with the Young Offenders Team.

Referrals April 04 – September 04 at 74/76 Whitstable Road, Canterbury

Chart 13

There were a total of 69 referrals ranging from 16 years old to 21 years old.

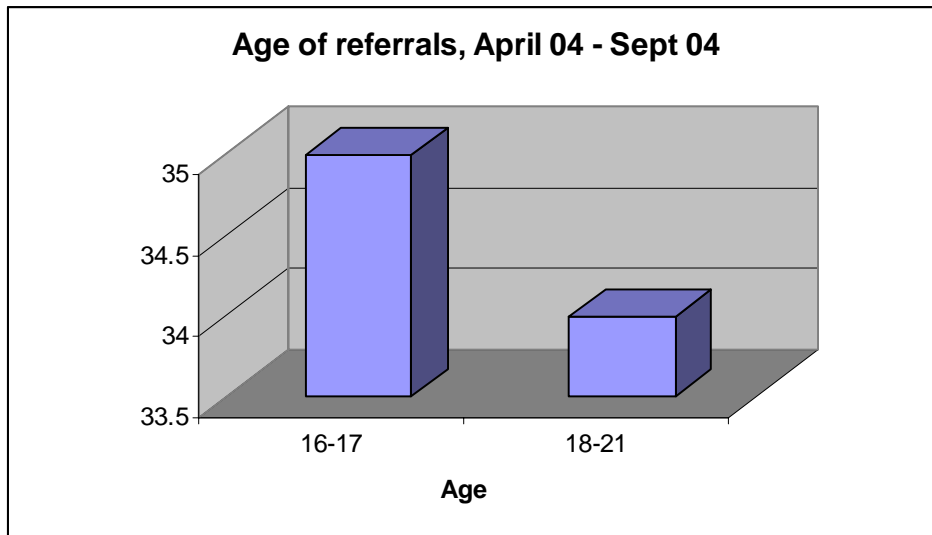
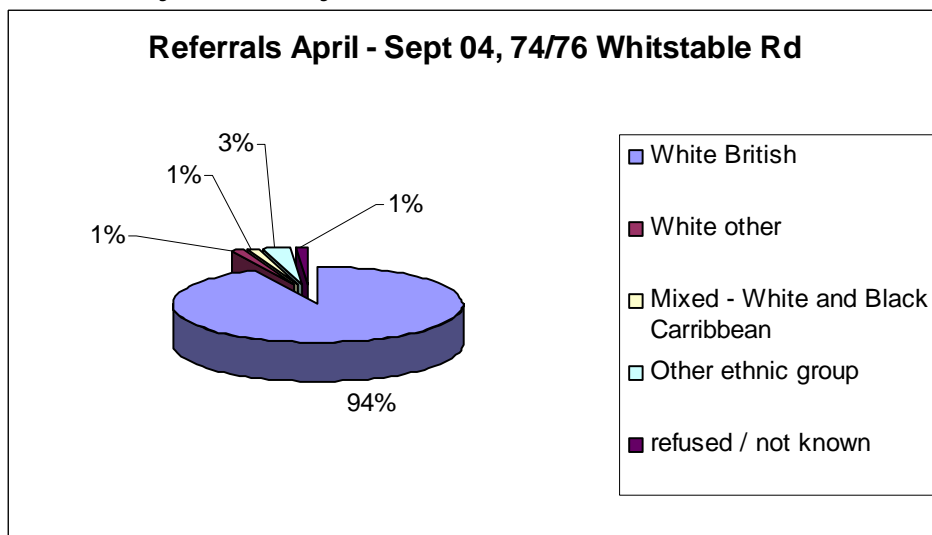


Chart 14

The ethnicity was mainly White British



37.7% were female and 62.3% were male.

Chart 15

It was found that the following had alcohol or mental health issues.

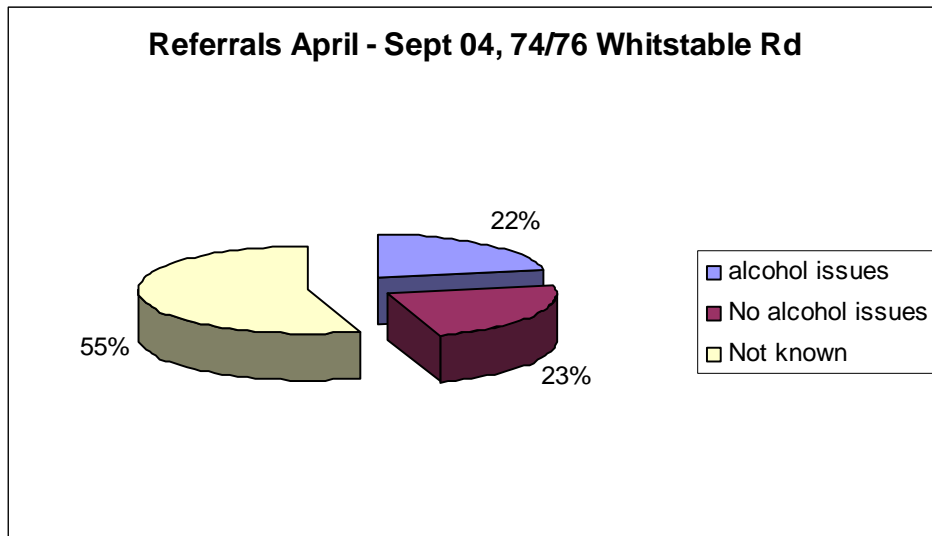


Chart 16

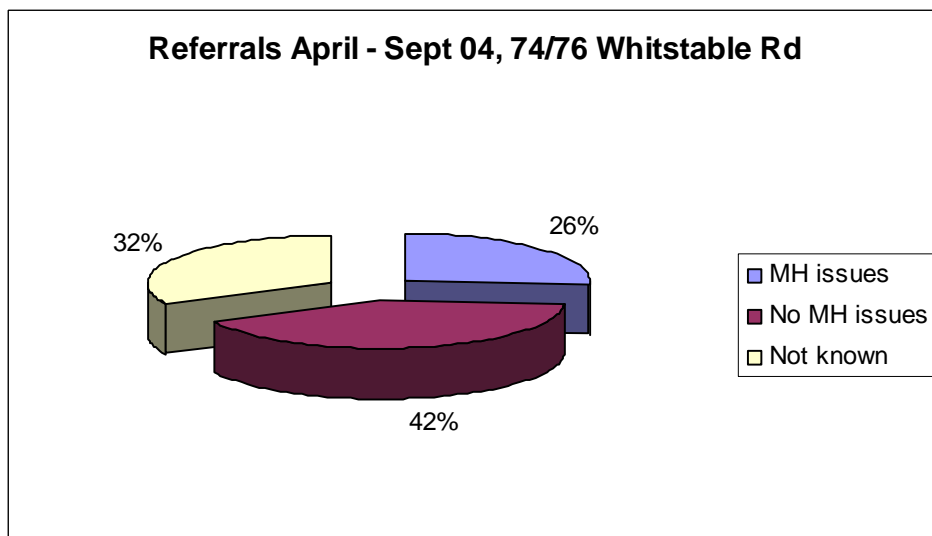


Chart 17

The following had drug issues

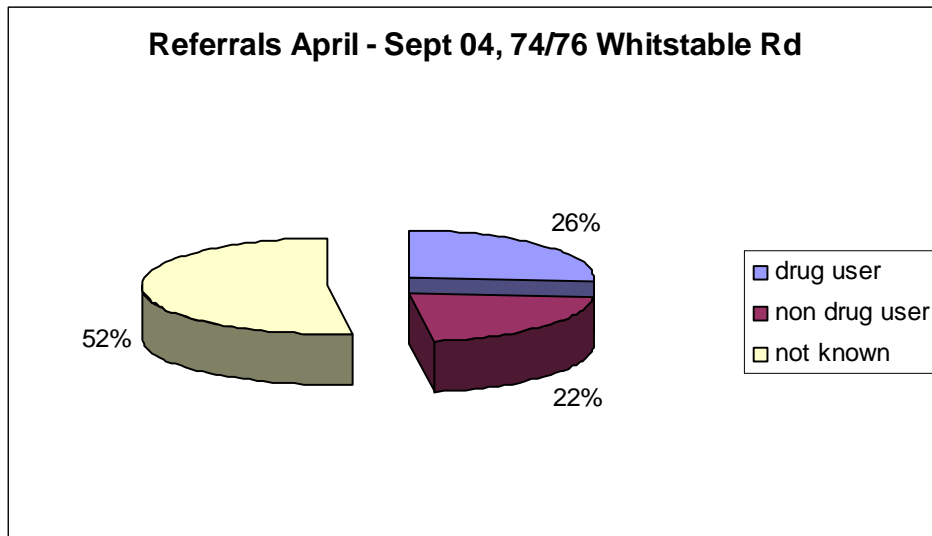
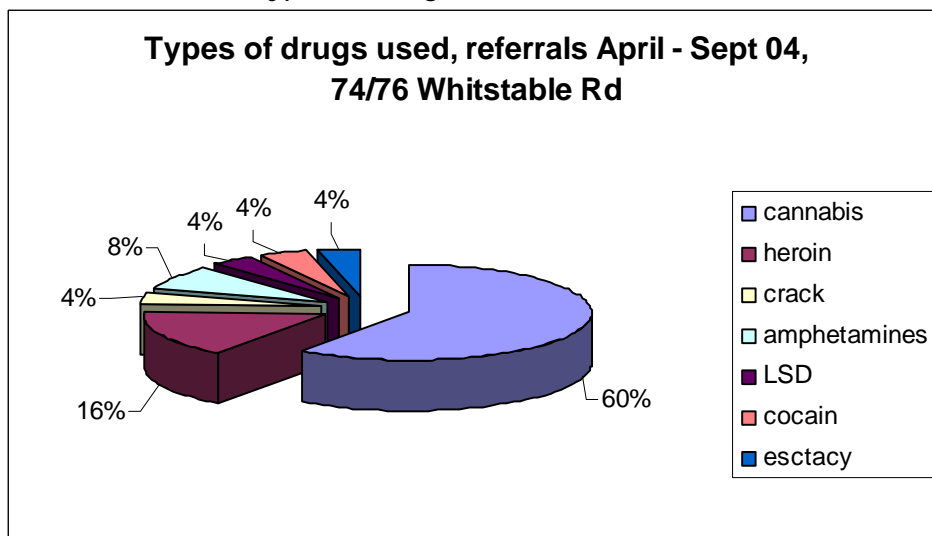


Chart 18

Where known, the types of drugs used were as follows:



Lettings April 04 – September 04 at 74/76 Whitstable Road, Canterbury

Chart 19

There were a total of 17 lettings ranging from 16 years old to 20 years old.

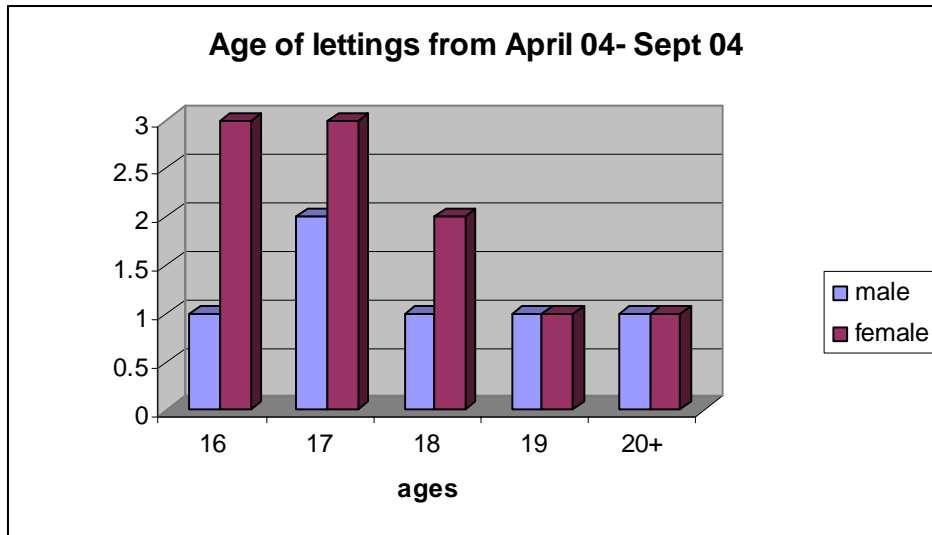


Chart 20

The ethnicity of residents was mainly White British

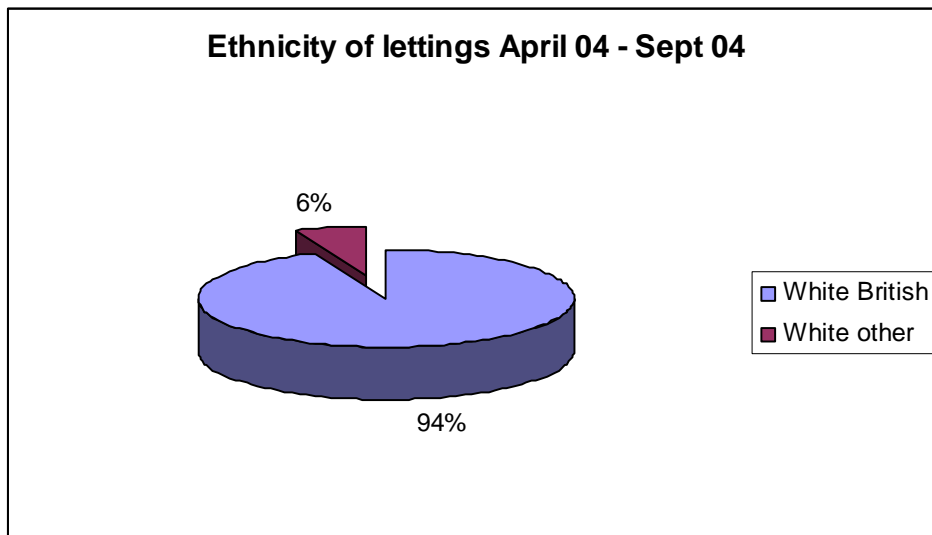


Chart 21

On point of entry into the projects, the residents' issues / support needs (apart from housing) were identified as the following:

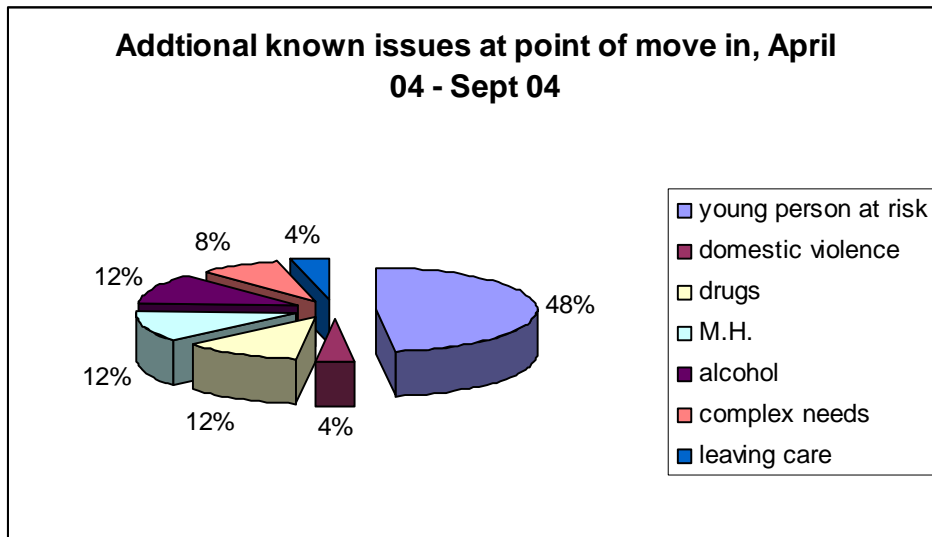
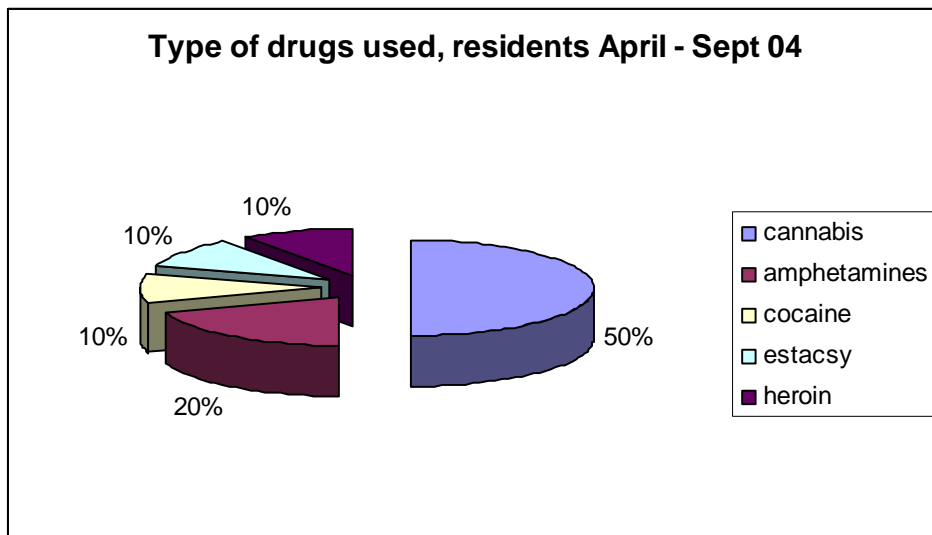


Chart 22

After time working with the residents, it was found that 50% of the 17 residents had alcohol issues, 35% had mental health issues and 53% had drug issues. Where known, the drugs used were as follows:



Three of the nine drug users had contact with KCA and three had contact with the Young Offenders Team.



Service Specification

74/76 Whitstable Road

East Kent Cyrenians – Young Persons Project

74/76 Whitstable Road

EKC manage a direct access young person's project at 74/76 Whitstable Road. The property can accommodate 9 young people – 7 in the main house and 2 in two self-contained flats in the basement. This accommodation is for men and women, 16 – 21 years old although referrals up to 25 years old may be considered for the flats.

The main house has a shared lounge and office with 24 hour staffing. Residents have their own lockable bedroom, en-suite bathroom and bedroom. The house is fully furnished and residents do not require any other household items. Residents are encouraged to take responsibility for the running of the houses, and to improve their ability to share accommodation.

The flats contain a lounge, bedroom, kitchen and bathroom and each have their own garden they are responsible for.

East Kent Cyrenians act as Managing Agents for Crowebridge, who owns the property.

THE STAFF

74/76 Whitstable Road has 8 project workers and one Deputy Manager. Two staff are on shift 24 hours a day, including working nights all year round.

THE SERVICE

74/76 Whitstable Road provides temporary supported accommodation to single homeless young people between 16 and 21 years of age. Housing, support, and

educational needs are assessed and referrals made to appropriate agencies and housing providers.

TENANCIES/LICENCES

Residents are issued with licences on behalf of Crowebridge Housing Association. Licences are for a period of up to 12 weeks. Support plans are on a monthly basis or as and when the resident requires. Young people in the self contained flats are given 6 months tenancies.

AIMS

- To provide high quality temporary supported accommodation for single homeless young people.
- To assess needs and wishes in order to enable residents to access appropriate support services.
- To establish a Support Plan with each resident to identify personal and practical goals.
- To offer advice and assistance to enable residents to maintain their accommodation within the project and in the future.
- To provide guidance and support towards obtaining suitable long term accommodation as part of a comprehensive resettlement programme.
- To enable the active participation of the residents in the running of 74/76.

OBJECTIVES

- To provide high quality, accessible and safe accommodation.
- To provide clear admission criteria to referral agencies and applicants.
- To maintain and monitor a coherent admission procedure in order to determine the appropriateness of applications.
- To ensure that residents understand their rights and responsibilities in line with their tenancy licence agreements and the house rules.

- To maintain and monitor good practice as defined within East Kent Cyrenians' policies and procedures and the Residents Charter in conjunction with Crowebridge Housing Association.
- To allocate each resident two Key Workers who can provide practical advice and guidance and establish regular goal-oriented support planning.
- To enable residents to make informed choices within a supported environment.
- To carry out a comprehensive assessment of housing, support, and educational needs.
- To enable residents to explore issues raised, and work towards appropriate referral.
- To maintain and develop good links with housing providers and support agencies in order to facilitate the mutual referral process and develop the service.
- To regularly consult with residents regarding the delivery and effectiveness of the service.
- To play an active role in the local community and make a positive contribution to the development of the area.

LETTINGS POLICY

Referrals could be the result of a multi-agency disciplinary, where agencies such as the council or social services owe a duty. Working in partnership to move onto more permanent accommodation. Referrals are made from external agencies, as well as self-referrals. Referring agents are requested to use the Agency Referral form to provide detailed background information, in particular relating to the issues that have led an individual to become homeless.

Referrals made by the Probation Service are requested to use the Accommodation Partnership Procedures.

Staff will take into consideration the existing mix of residents, and how the resident may impact upon the stability of the house. Consideration will also be given to the resident willingness to accept support, and acknowledge personal responsibility. The candidate should demonstrate a commitment to addressing factors that have affected their ability to maintain previous accommodation. References from previous landlords or agencies involved with an individual may be sought.

A final decision will be made by the two staff who interviewed the resident. The resident will be informed of the decision firstly by telephone and followed in writing. Referrals that are refused have a right to appeal. Agencies may also be informed of the outcome, if the referral has given permission.

Immediate admission may not be possible.

Applicants may include:

- Single people aged 16 – 21 within the Young People's Service
- People who are homeless – this includes those living in unsuitable conditions, in temporary accommodation, in accommodation they have no legal right to occupy or to which they are unable to gain access
- People escaping domestic violence or abuse
- People who are living in sub-standard accommodation
- People who wish to make changes in relation to their ability to maintain accommodation
- People who are experiencing or have experienced issues with addiction
- People who are clients of the Probation Service, Young Offenders Team, Social Services or 16 + Team
- People with a history of an unsettled way of life
- People leaving institutional care

- People who are experiencing relationship breakdowns at home

East Kent Cyrenians strives to ensure equality of opportunity and the provision of flexible services, which cater for the differing needs and preferences of the individual.

SELECTION CRITERIA

The following criteria are considered for all applicants:

- Awareness of personal responsibility
- Ability to manage basic living skills (cooking, cleaning, shopping, etc)
- Willingness to share with others in a mixed group setting
- Ability to share and respect people from a variety of backgrounds, ages and cultures
- Ability to manage on a day-to-day basis with support
- Ability to control alcohol or drug misuse or other dependencies
- Ability to manage own medication
- Ability to care for self with support
- Willingness to actively engage with support services
- Commitment to addressing personal issues that may have adversely affected access to housing and maintaining a tenancy

The following factors will also be taken into account when evaluating our ability to provide an appropriate service:

- Level of physical mobility
- A history of serious violent offences or arson
- High rent arrears in previous accommodation
- Motivation to address dependency issues

The above factors will not necessarily exclude an applicant from being accommodated at 74/76 Whitstable Road.

The weekly rent as of April 2004 is **** for the main house. The flats rent is £**** (with eligible service charge of £****). Applicants should be eligible for benefits to cover the rent or demonstrate the ability to pay from their income. Those on full benefits (JSA or Income Support) may be eligible for Housing Benefit and will therefore only have to pay ineligible charges of £5.04 a week. The team will be happy to discuss any applications about which a referral agent has concerns or doubts.

Support is paid for by Supporting People and is not charged to the resident, due to accommodation being temporary.