

# **Directory of Agencies Providing Direct Services to Rough Sleepers**



**Produced on behalf of the City of Plymouth  
and the Rough Sleepers Strategy Group**

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## 2. Contact Details

### **Support Services**

#### **Big Issue**

Plymouth Distribution Office  
26 Manor Street  
Stonehouse  
Plymouth  
PL1 1TW

Telephone: 01752 226724

#### **PCC Housing Options and Advice**

Midland House  
Notte Street  
Plymouth  
PL1 2EG

Housing Advice Tel 01752 305950  
Allocations Tel 01752 305496  
Bidding Line Tel 01752 305952  
Website: [www.plymouth.gov.uk](http://www.plymouth.gov.uk)

#### **Path Deposit Guarantee Scheme**

Midland House  
Notte Street  
Plymouth  
PL1 2EG

Telephone: 01752 305955  
Email: [dgt@plymouthpath.org](mailto:dgt@plymouthpath.org)  
Website: [www.plymouthpath.org](http://www.plymouthpath.org)

#### **Path Rough Sleepers Team**

The Harwell Centre  
28-42 Harwell Court  
Western Approach  
Plymouth  
PL1 1PY

Telephone: 01752 292420  
Email : [info@plymouthpath.org](mailto:info@plymouthpath.org)  
Website: [www.plymouthpath.org](http://www.plymouthpath.org)

## **Path Tenancy Support**

The Harwell Centre  
28-42 Harwell Court  
Western Approach  
Plymouth  
PL1 1PY

Telephone: 01752 251160  
Email : [info@plymouthpath.org](mailto:info@plymouthpath.org)  
Website: [www.plymouthpath.org](http://www.plymouthpath.org)

## **The Shekinah Mission**

Bath Street  
Stonehouse  
Plymouth  
PL1 3LT

Telephone: 01752 203480  
E-mail: [john.hamblin@shekinahmission.co.uk](mailto:john.hamblin@shekinahmission.co.uk)  
Website: [www.shekinahmission.co.uk](http://www.shekinahmission.co.uk)

## **START**

Unit 4  
HQ Building  
237 Union Street  
Plymouth  
PL1 3HQ

Telephone: 01752 255200  
Email: [info@studentsandrefugeesttogether.com](mailto:info@studentsandrefugeesttogether.com)

## **RHSS at Path**

The Harwell Centre  
28-42 Harwell Court  
Western Approach  
Plymouth  
PL1 1PY

Telephone: 01752 251160  
Email : [info@plymouthpath.org](mailto:info@plymouthpath.org)  
Website: [www.plymouthpath.org](http://www.plymouthpath.org)

## **Steady Work Project**

The Shekinah Mission

Bath Street  
Plymouth  
PL1 3LT

Telephone: 01752 203485 / 203480  
Email: [pat.andrews@shekinahmission.co.uk](mailto:pat.andrews@shekinahmission.co.uk)

## **Street Outreach Team**

The Harwell Centre  
28-42 Harwell Court  
Western Approach  
Plymouth  
PL1 1PY

Telephone: 01752 292420  
Email : [info@plymouthpath.org](mailto:info@plymouthpath.org)

## **Soup Run**

Co-ordinator  
Major Shirley Collinette

Telephone: 01752 662636  
Email: [shirley@collinette.eclipse.co.uk](mailto:shirley@collinette.eclipse.co.uk)

## ***Hostels and Supported Accommodation***

### **Gates Hostel**

Tracey Ikerd (Contracts Manager)  
The Gates Project  
C/o Shekinah Mission  
Bath Street  
Plymouth  
PL1 3LT

Telephone: 01752 203480  
Email: [tracey.ikerd@shekinahmission.co.uk](mailto:tracey.ikerd@shekinahmission.co.uk)

## **Salvation Army Hostel**

Devonport House  
24 Park Avenue  
Devonport  
PL1 4BA

Telephone: 01752 562170  
Fax: 01752 605901  
Email: [lynden.gibbs@salvationarmy.org.uk](mailto:lynden.gibbs@salvationarmy.org.uk)

## **The SHIP Hostel**

George Place  
Stonehouse  
Plymouth  
PL1 3NY

Telephone: 01752 306290  
Email: [kevin.ivey@plymouth.gov.uk](mailto:kevin.ivey@plymouth.gov.uk)

## ***Move on Supported Accommodation***

### **74 Harwell Street**

74 Harwell St.  
Stonehouse  
Plymouth

Telephone: 01752 220576

### **Plymouth House**

Westcountry Housing Association  
10-13 Lockyer Street  
Plymouth  
PL1 2QQ

Telephone: 01752 660321  
Email: [sean.mitchell@westcountryha.org.uk](mailto:sean.mitchell@westcountryha.org.uk) or [noel.molland@westcountryha.org.uk](mailto:noel.molland@westcountryha.org.uk)

### **Spring Project**

78 Durnford Street  
Stonehouse  
Plymouth  
PL1 3QW

Telephone 01752 256062

**Zion House**

Devonport House  
24 Park Avenue  
Devonport  
Plymouth  
PL1 4BA

Telephone: 01752 562170

Fax: 01752 605901

Email: [lynden.gibbs@salvationarmy.org.uk](mailto:lynden.gibbs@salvationarmy.org.uk)

### 3. Agency Details

#### **Support Services**

##### **Housing Dept**

##### **Housing Options and Advice**

Plymouth City Council runs a service from Midland House that offers Advice to all members of the public on a range of issues. This includes landlord/tenant issues, prevention of homelessness, housing options, allocations and homelessness. Housing Advice will see all clients for initial screening before referral to appropriate department. Initial contact should either be by telephone to arrange an appointment or face to face at Midland House via drop in.

The service is open Monday to Friday 9 – 5pm except Fridays when it closes at 4.30pm

Housing Advice Tel:               01752 305950

##### **Plymouth Housing Register**

Plymouth City Council coordinates the Plymouth Housing Register in partnership with registered social landlords to make the process of applying for social housing easier for applicants. There is an application form that is completed by the client; PCC then maintains a register of those applications. Applicants are currently assessed according to their priority need and awarded points accordingly. These then allow for those applicants most in need to receive allocations of accommodation when suitable accommodation to meet those needs is available. When accommodation becomes available within the stock of an RSL, PCC will nominate suitable candidates direct to the RSL.

Plymouth has recently piloted a bidding scheme for properties that have become available; this allows for anyone with a current application and award of points to bid for available properties (including those accepted as homeless)

Application forms can be collected from the office, or can be posted out on request. They can also be downloaded from PCC website.

Allocations Tel                   01752 305946

Bidding Line Tel               01752 305952

Midland House, Notte St, Plymouth, PL1 2EG

##### **Path Deposit Guarantee Scheme**

##### **Description**

The Path DG Scheme provides a deposit guarantee for single people and childless couples who are assessed as being able to successfully maintain a tenancy and where the local authority does not have a duty to provide accommodation.

## **Contact Details**

Path DG Service  
Midland House  
Notte Street  
Plymouth

Telephone 01752 305955  
Email [dgt@plymouthpath.org](mailto:dgt@plymouthpath.org)

## **Access**

Referral from Housing Advice Service, Shelter, Youth Enquiry Service.

## **Rough Sleepers Service**

### **Description: Outreach Sessions**

We are currently conducting 2 regular morning sessions providing support and advice to rough sleepers around the city. We are continuing to build positive working relationships and trust with those on the street. The outreach approach is more assertive, in regards that persons are woken up and given advice on how to access services. With limited resources we are targeting and prioritising the more vulnerable for services. Being able to hold beds at the Gates gives us greater scope and we are able to better plan the transition from street to accommodation.

### **Targeted Outreach Work**

We have begun working more proactively with a slight move away from prevention which has allowed this work to begin. Reducing duty time allows us to target work to meet the needs of those on the streets through working on the streets and in other agencies a client may be accessing.

### **Appointment / Drop-in Sessions (prevention work)**

Drop-in times work well for some of this client group in terms of being flexible and accessible. Generally, we see the more motivated individuals who are keen to access accommodation. Many are vulnerable and would be at risk to sleep rough, though may not have a sustained history of RS. In this respect, the bulk of the work in drop-in is preventing vulnerable homeless people sleeping on the street.

### **Partnership work**

The Rough Sleeper service has good recognised links with Probation, Harbour, Shekinah, Police, Soup Run, Ship, Salvation Army Hostel, Housing Advice and Homeless Unit.

The Rough Sleeper Team is recognised as a specialist team in the city; working directly with the client in their own environment to engage them with services which they may have disengaged with or been excluded from and working with partner agencies to support both the client and agency.

The weekly client assessment forum allows for close sharing of relevant information and discussion of the best route forward for clients leaving the street or other agencies. Agencies also use this forum to notify RS Team of rough sleeper sites or impending evictions onto the street and also of common issues to service provision enabling a quicker response between agencies to meet client need.

## **Contact Details**

RS Team  
Path  
28-42 Harwell Court  
PL1 1PY

Telephone                    01752 292490

## **Access**

Outreach Street Work – (phone if you are aware of anyone sleeping on the streets.)

6.45am – 9am Tuesday and Thursday

Targeted Outreach Work – by appointment only

Drop in sessions

10am – 12pm Monday, Wednesday, Friday at the Harwell Centre.

(Please do contact us and let us know if you are advising a client comes to see us as duty sessions can get busy and we want to avoid people having to wait particularly if we find they do not need our services)

## **Development**

- 📌 Developing more imaginative options to enable the more chaotic to move off the streets
- 📌 Currently developing Targeted Outreach Work
- 📌 Develop enforcement options, for those not willing to engage and not willing to move off the streets, when an appropriate time frame for assertive working expires
- 📌 Assist people to return to areas where they have an identifiable support network as an additional option to other provision. Funding to be identified
- 📌 Continue to strengthen links with partner agencies to engender a co-ordinated approach and response to rough sleeping and rough sleepers
- 📌 Engage statutory agencies in developing services, working alongside the Rough Sleepers team in a multi agency approach, to meet the needs of a minority client group
- 📌 Support the need for a citywide assessment, information sharing and monitoring structure
- 📌 Seek alternative accommodation provision for those that are unlikely to be acceptable to mainstream provision both short and long term

## **Path Tenancy Support**

### **Description**

*Where the Tenancy Support Service is now*

Currently we support 85 clients who have a broad range of issues. Increasingly the issues are complex, the clients often have a history of failed tenancies. The service was created in response to the work with rough sleepers and the single homeless, who had had difficulty in maintaining accommodation.

## *The Strengths of Path Tenancy Support working with rough sleepers*

This type of service is essential to help vulnerable people survive and manage their accommodation. The results of such a service are measurable and SMART. There is hard evidence to demonstrate that in line with the ODPM guidelines rough sleepers can make the transition off the streets and into housing, and do manage to maintain their accommodation with tenancy support. The Path TS service is generally particularly good at communicating and skilled at working in partnership with the clients, other services e.g. Stonham, Devonport House, The Ship, Supporting People and other housing providers, Health and Social Services.

This service has had to be particularly resourceful and patient when working with long term rough sleepers. The skills required have to be of a high standard to keep the person engaged. Tenancy support workers have to be clear about what 'housing related support' is. Ultimately tenancy support workers often get the hard end of a persons journey into independent housing, as usually the person will have had supported housing prior the tenancy, with most of the bills paid and food and furnishings provided. The tenancy support workers role is to persuade the client to start being responsible for themselves and make a relationship based on trust, without getting enmeshed into the other more personal issues. The Path housing services are specialist in the field of working with people in crisis, who have no other services involved, have been through the criminal justice system, and have severe and enduring mental health issues, drug and alcohol problems.

### **Contact Details**

Path Tenancy Support  
The Harwell Centre  
28-42 Harwell Court  
Western Approach  
Plymouth

Telephone           01752 251160  
Email                [info@plymouthpath.org](mailto:info@plymouthpath.org)

### **Access**

Referral form and assessment interview.

## **The Shekinah Mission Drop-In Centre**

### **Description**

The Shekinah Mission Drop-in Centre at Bath Street, Stonehouse, has been serving the needs of homeless, addicted and other vulnerable adults in Plymouth since December 1992.

In September 2005, the Shekinah Mission opened its' new, purpose-built building, incorporating the Drop-in Centre, offices and training facilities. This is a three-storey building, the ground floor of which functions as the Drop-in Centre. The ground floor includes a large dining area, kitchen, medical room, reception and Shower area.

Until recently, the Centre was a dry centre. It has now been agreed that the Drop-in Centre is to be a 'damp centre' (i.e. will permit clients who have had a drink for their own health). Clients who are drunk will not be admitted, nor will clients be allowed to drink on the premises.

The Drop-in Centre provides a range of services. In addition to providing a shelter for clients during the day, the Centre also provides breakfasts and lunches at minimal cost with special dietary meals provided when a GP referral letter supports this. Hot drinks are also provided. Sandwiches or food parcels may be given out at the door to clients if requested or at managers discretion.

Assistance is also provided with the following:

**Hygiene facilities;** clients are able to take showers at the new Bath Street site. They are also provided with sanitary items such as soap and razors.

**Medical aid;** clients are assisted with issues such as making or attending doctor's or hospital appointments, and drugs awareness. A nurse attends the centre on Thursdays, and a chiropodist also attends on a regular basis, thus providing the clients with more specialised assistance.

**Help with accommodation;** the Drop-in Centre assists clients seeking accommodation through offering advice on their best options and referring them to other agencies where appropriate. Referrals to dry houses are also made on occasion.

**Clothing;** clothes or complete outfits may be provided where appropriate.

**Benefits claims;** advice and assistance with claims are provided.

**Help into employment;** assistance is offered in terms of completing application forms, CV's, letters and telephone calls, references, interview techniques etc.

The Drop-in Centre also provides the base for the Mission's team of Outreach Workers.

## Contact Details

Address: The Shekinah Mission  
Bath Street  
Stonehouse  
Plymouth  
PL1 3LT

Telephone: 01752 203480  
E-mail: [john.hamblin@shekinahmission.co.uk](mailto:john.hamblin@shekinahmission.co.uk)  
Website: [www.shekinahmission.co.uk](http://www.shekinahmission.co.uk)

## Access

The Drop-in Centre is open Monday to Friday.  
Times of opening and additional sessions can vary according to need and funding available.  
Monday to Thursday

**9.15 (homeless and Senior Citizens only)**

10.30 Open to all  
12.00 Lunch Served

4pm Close

Friday as above but close at 3pm

### **Bank Holidays (homeless and Senior Citizens only)**

10.00 a.m. – Centre opens.

12.00 p.m. – Lunch.

12.45 p.m. – Closes to clients.

1.30 p.m. – Centre closes.

The services of the Drop-in Centre are open to all, irrespective of their race, age, religion, sexuality, gender, addictions, criminal record, ability or disability. The Centre is fully accessible to disabled clients.

### **The Steady Work Training Programme**

There are many different training opportunities at Shekinah – vocational, construction skills, life skills, personal development as well as arts based training. The programmes do not just deal with training needs – they set out to empower each learner to move on in all areas of their lives. Each learner is encouraged to look at past experiences and address issues that may have affected their self-esteem and hindered them from securing work or from moving on generally in life.

Many of the courses are accredited through Open College (OCNSW) or City & Guilds. Completion of successful units can result in the award of an Open College or City & Guilds certificate. These qualifications are nationally recognised and enable the learner to progress onto higher education or other vocational training.

There are also opportunities to participate in Business in the Community's *Ready to Go* programme which offers meaningful work placements. The programme has been very successful with many people securing full time employment with a variety of local employers.

We understand that many people we work with have been living chaotically, and it can be difficult to break away from that pattern. At Steady Work, we want the people we work with to move on into a positive future in every way, so alongside the training we offer support and guidance on a one-one basis.

### **Contact Details**

Address: The Shekinah Mission  
Bath Street  
Plymouth  
PL1 3LT

Telephone: 01752 203485 / 203480

Email: [pat.andrews@shekinahmission.co.uk](mailto:pat.andrews@shekinahmission.co.uk)

### **Access**

Phone to arrange to meet with a member of the Training team or talk with a Drop-in Centre Worker who will arrange this for you. A registration form will need to be completed but assistance will be given to enable this to be done. The Training team will then develop a training plan that will help you reach your goals in life.

## **Plymouth Soup Run**

The Plymouth City Soup Run provides a nightly service for rough sleepers and near destitute people 365 days a year.

Local churches, working to a weekly rota, take responsibility for co-ordinating the teams of volunteers, participating in which is a wide cross-section of the community, including local businesses, via BITC, and various professional groups.

Included from time to time are Path workers, personnel from the Plymouth City Mission—and a few ex-rough sleepers themselves.

A central co-ordinator provides a point of reference, facilitates links with Path and other homeless agencies, handles enquiries, and passes information to Soup Run team leaders.

The Soup Run is at present entirely funded by public donation and church funds.

Our key objectives are:-

TO CATER ---for basic needs: warmth and nutrition

We serve hot soup made from fresh vegetables, hot pasties sandwiches, tea and coffee at 7 well publicised stops at which clients will be waiting.

Blankets, sleeping bags and warm clothing are available to those who need them.

As well as providing a virtual lifesaver, in some cases, this form of support assists prevention of homelessness for newly resettled people and those having difficulties in managing their tenancy budgeting until they are more established in accommodation.

TO COMMUNICATE---We provide the opportunity for a friendly chat and a listening ear on a non-“official” basis.

We try to build up relationships and morale, aiming to inspire motivation rather than discourage it.

TO CONNECT---The needs we encounter to the services available.

The Soup Run is often the first point of contact for people when they find themselves on the street: it is often at this point their initial decisions will be made, for better or worse.

We carry information, for signposting, including the Path Rough Sleeper guide and maintain close links with Path Outreach workers

We follow up requests from the police or Social Services to identify the presence of underage or missing persons on the street. If successful, we will make phone calls on behalf of the client.

## CONTACT details

Major Shirley Collette, Co-ordinator: 01752 662636. (The soup run can also be contacted through Path.)

## **Access**

Join the Soup Run queue!

Details of route, approx. times of stops are published in homeless agencies, police station and Hostels

## **Development**

We have identified that our service is crucial in both reducing rough sleeping and prevention of homelessness.

We will be developing the service to link in with the current system which is set up to engage and enable rough sleepers in their life style change and move-on to settled accommodation. By developing systems to collect relevant information we will be better placed to assess needs and refer clients to appropriate participating agencies with sufficient information for those agencies to continue working with the client immediately. These new systems will identify those with tenancies that are likely to become homeless, i.e. through budgeting difficulties, and rough sleepers. The statistical data from these systems will be fed into the data collected by the city enabling a greater understanding of the numbers and needs of homeless people.

The areas of the service we will be working on are:-

- Training
- Motivational interviewing
- Monitoring, recording and assessment.
- Referral to appropriate agencies

Some of the above are already done in an informal way but good quality training will give us the skills to provide a coordinated approach, with partner agencies such as the Outreach Team, in identifying and recording needs and referring to other agencies thus engendering greater partnership working and enhancing the whole of the rough sleeper / homeless prevention services.

While methods of recording and assessment can be provided, by partner agencies, funding will need to be identified to deliver quality training.

The developments we have identified will provide a service which is able to engage clients quickly and which will augment the outreach service providing an additional quality resource for the city.

## **Projected Capacity**

We aim to continue to develop our links with the help of agencies in the city.

We are looking, as well as to meet immediate needs, to provide a well informed and effective connection service between the rough sleeper and the help available to assist towards resettlement in sustainable accommodation.

## **Unmet Needs**

Availability and accessibility of drug and alcohol services we perceive to be a key unmet need.

On the spot, professional advice needs to be accessible to out of hours workers dealing with clients with physical and mental health issues – e.g. in assessing vulnerability.

For people whose present lifestyle excludes them from hostels, there needs to be a provision of appropriate alternative accommodation.

Improved accessibility of benefits and money advice would play a significant part in preventing homelessness and failure to hold tenancies.

## **Identified Trends**

An increase in drug use is very noticeable, along with it's related social problems.

A widespread despondency in attitude towards improving their situation is evident.

Numbers of people on the streets are increasing overall.

Relationship breakdowns seem to be increasingly accounting for homelessness.

Difficulty in accessing affordable housing continues.

## **Hostel Services**

### **Gates Project Service Description**

#### **Access:**

Referrals into the Gates are made by the Outreach team based at Path. Initially the Outreach team make a basic assessment of the clients needs and refer the client sending the referral and assessment information to the Gates. “*Emergency Referrals*” are made outside of Path working hours by either the police or social services.

#### **Description:**

The Gates project is a 10 bed short term hostel for vulnerable, rough sleepers in the Plymouth area. It is one of a number of projects that Shekinah mission offer.

Accommodation is available for ten rough sleepers aged over 18.

Opening times are 8pm until 12 mid-day Mon-Fri and 8pm – 8am at weekends.

Basic food is given out depending on donations from the public.

Assessment of needs, risk assessments, key working and independent living support plans are implemented.

There is currently a £1 a night service charge.

#### **Assessment:**

Once a client accesses the Gates service they automatically enter into the RSI Inter-Agency Assessment Process (IAAP) Stage 1 Joint Referral meetings.

The core assessment highlights the clients’ main issues & immediate needs with regard accommodation, mental & physical health, addictions etc and attempts to discover additional historical and present information regarding the client’s status.

#### **Support Planning :**

Client *support plans* are created and implemented via a key working model.

In the immediate to short term, the most pressing & urgent client issues are considered and the most appropriate agencies to deal with the clients issues are identified. Simultaneously, the most appropriate medium to long term move-on accommodation is identified.

- 📌 *Day Support* : Is provided through the Shekinah Mission Drop-in Centre.
- 📌 *Personal Development* : The Gates clients are encouraged to access the various personal development programs, basic skills training and employment training offered at the Gates Hostel, projects of Shekinah Mission or other external projects
- 📌 *Exit strategies* : Exit strategies are also formed collectively at an Inter-Agency level. The vast majority of Gates clients will be offered medium to long term accommodation in The Ship, The Salvation Army in line with the Supporting people move on model.

#### **Health:**

Weekly drop services are available by a Gp and blood born disease nurse. Shekinah Mission drop-in centre provide a weekly drop in service with their mental health worker.

A weekly drop in service is also held by a Harbour alcohol worker.

## **Development**

The Gates has moved to a more appropriately designed premises whilst waiting for the new proposed hostel development to be implemented in around 2010.

We are currently developing a range of in-house informal learning activities for clients.

We have recently started weekly client group meetings for clients to have their say on how the project is developing and raise any suggestions or issues they have with the service we provide.

## **Contact Details:**

Tracey Ikerd (Contracts Manager)  
The Gates Project  
C/O Shekinah Mission  
Bath Street  
Plymouth  
PL1 3LT

Telephone: 01752 203480

## **Salvation Army Hostel**

### **Description**

Devonport House provides 60 beds for men from 18 years old. It comprises single rooms, each with its own sink, kettle and quality furniture. Each floor shares some facilities, where there is a bath, shower and two toilets shared between every six to eight rooms. The environment is seen as an important part of the work that we do, making the centre a very pleasant place to live. There is lift access to all floors, and we have disabled access to the main building, but disability facilities within the building are limited, although plans are in place to improve these.

Our programme is based on five foundation blocks of independence, encouraging service users to work towards independence with key workers by focussing on health, addictions, structured day, positive support networks and life skills. Following an initial 28 day licence agreement this is done with a choice of either a 12 week programme or a number of 6 month personal development plans. The maximum stay is expected to be 19 months.

### **Contact Details**

Devonport House  
24 Park Avenue  
Devonport  
Plymouth  
PL1 4BA

Telephone: 01752 562170  
Fax: 01752 605901  
Email: [lynden.gibbs@salvationarmy.org.uk](mailto:lynden.gibbs@salvationarmy.org.uk)

### **Access**

There is 24 hour access to the project for current service users.  
We do not take referrals with a serious history of:

Sex offending

Arson

Violence

We do not take applicants who have been asked to leave a Salvation Army centre for assaulting a member of staff.

We do not take applicants who refuse to pay off previous debts at £5.00 per week minimum.

We do not take applicants who need care as opposed to support.

We have a priority referrals system as agreed with the Rough Sleepers Initiative steering group and other strategies. This is as follows:

Priority 1 – The SHIP hostel, the Gates hostel and Glenbourne Hospital

Priority 2 – Anybody working with another organisation

Priority 3 – self-referrals

We issue a priority list at the start of each week to let people know where they stand on the referrals list. (we no longer do this...) Referrals are required to complete a referral form that includes a risk assessment.

We do not take in new referrals outside office hours (08.00 – 16.30 Monday to Friday) due to risk assessment.

## **Development**

We seek to build partnerships and links with fellow agencies to ensure the best for the service user and Plymouth as a whole.

We too support a citywide assessment, information sharing and monitoring system.

We would like to develop better partnerships with the addictions services and mental health services to ensure the best support for the service users to keep them working positively in the system and prevent them from falling back down to the streets. We would hope that this might include regular addictions and mental health surgeries within Devonport House run by appropriate professionals.

We would like to see an alternative accommodation for those with chaotic addictions issues which are not able to be sorted out in 6 weeks. This would give them more time to work on their addictions to allow them to successfully move into supported accommodation such as Devonport House.

We would like to see affordable medium term supported accommodation with less support than Devonport House so that the more independent service user can move on leaving spaces for those with more immediate needs.

We would like to see Supporting People funds increased appropriately on an annual basis to ensure that the services that we provide can continue unchanged or develop as required.

## **SHIP Hostel**

### **Description**

*What is it?*

The SHIP (Single Homeless in Plymouth) is a 28 bed Direct Access Hostel for single men and women over the age of 18. It offers a safe and supportive environment and its aim is to assist and enable the residents to achieve their maximum potential for a fulfilling and valued life. It respects and responds to individual needs by enabling its residents to develop individual support plans.

## **Our Role:**

To provide short-term accommodation and stability for up to 6 weeks to single homeless, vulnerable people, often at crisis. The SHIP provides an opportunity for an assessment of basic needs, and enables other referring agencies to provide help and support and consider their own position with that individual. Referring agencies input is invaluable to us in performing our main function of providing temporary accommodation in the city. At times of major demand we follow the following criteria for admissions.

## **Licence to occupy:**

Occupancy is on a Licence agreement, which sets out the hostel rules. All residents have a security code to their rooms. Health and Safety and Fire precautions are paramount in multi -occupied premises and risk assessments are continually carried out.

## **Rent:**

The majority of the rent is paid via Housing Benefit, however a personal contribution of £24.99 per week is required from all residents. This amount covers heating, lighting, water rates, TV licence and meals and anything that housing benefit will not cover.

## **Staffing & Support:**

The hostel is staffed 24 hours a day. Those accommodated are assigned a Housing Support Worker who will work closely with them to enable residents to make the most of their stay. Regular support sessions will be set up and residents will be expected to participate in maintaining achievable targets and goals, eventually leading to independent living. Information and advice from staff is given in an empowering way to maximise the resident's choice in decisions that affect their lives.

## **Facilities/Amenities:**

A laundry (which is free to use), Breakfast & Evening meal, Morning, afternoon, evening tea/coffee are provided. A Communal TV lounge is available whilst all single rooms have Portable televisions. We also provide a safe for valuables, Telephone, free Post (for items which help support your stay and resettlement). Residents meetings are held weekly and all residents are encouraged to attend.

Several Agencies have regular involvement with the hostel namely - Working Links, Housing Advice, ZONE, Princes Trust, PCC tenant participation, Shekinah Ship 2 Shore and various other agencies, some agency visits are made in conjunction with the residents meeting to encourage involvement in these services.

## **Health:**

A weekly drop in service is held by an alcohol worker & Drug, Health and Community Psychiatric Nurse services can be contacted through the hostel. We can also arrange to have an Optician, Chiropodist and Dietician to meet needs.

## **Contact Details**

The SHIP Hostel

George Place  
Stonehouse  
Plymouth

Telephone 01752 306290  
Email [kevin.ivey@plymouth.gov.uk](mailto:kevin.ivey@plymouth.gov.uk)

## **Access**

### **Priority 1:**

Priority will always be given to those individuals who have already accessed or engaged with other key stakeholders. They will have had some form of needs/risk assessment, which can be communicated through the referral policy/procedure to the SHIP. If several competing bids were made by different agencies, the bed would be allocated to the individual who has the highest risk that we could contain within the SHIP environment.

### **Priority 2:**

Any individual presenting off the street as homeless with no current engagement from any other support agencies.

### **Direct access:**

The SHIP is a direct access hostel with staff presence 24 hours a day 365 days of the year, applicants can therefore present themselves at the hostel at any time to access accommodation.

## **Development**

We are in the process of re-introducing a resettlement function designed to enable qualifying clients to continue to work towards independent living and maintain and/or develop their independent living skills. A flexible contract with each individual will be drawn up and a needs/risk assessment completed to allow staff to work with clients in the community.

For clients who move to independent accommodation, Visits will be made to the client's tenancy at regular times agreed between the resettlement service.

## ***Move on Supported Accommodation***

### **74 Harwell Street**

#### **Description**

74 Harwell Street is a modern two-storey building near Plymouth city centre and close to major train and bus routes, offering accommodation to single homeless people with low support needs. The Service consists of both single and shared flats. The 12 shared flats comprise of a shared kitchen, shower / toilet and individual bed-sitting room. The 9 single flats each have their own kitchen, shower / toilet and bed-sitting room. There is a communal laundry room for which tokens can be purchased from staff and a communal lounge with TV. All accommodation includes linen, crockery etc. Staff work in partnership with statutory and specialist agencies and through link working, offer support in addressing peoples' needs, to ensure the successful resettlement of every person admitted to the service.

Our key aims and objectives are to provide short-term, low support accommodation for single people who meet our eligibility criteria, and to assist them in maintaining an appropriate level of independence in preparation for their eventual move to permanent housing.

To achieve this we aim to:

- Provide a low support service to everyone who meets our eligibility criteria and to ensure equal access to the service.
- Encourage people on entering the service to become fully involved, including attending house meetings, linkwork sessions, responding to service questionnaires etc.
- Assist people in moving to permanent independent accommodation by enhancing their confidence, tenancy management and decision making skills and linking them into tenancy support if required at the point of move – on.

Our objectives include:

- Accommodation – providing good quality furnished accommodation that is safe, secure and free from aggression, drug and alcohol abuse, violence and discrimination.
- Support – helping new service users settle into the accommodation; being available to discuss day-to-day problems as they arise; advising service users on financial and practical issues in relation to their housing, including payment of rent and claiming benefits and encouraging individuals to develop a structure to their lives.
- Move-on – assisting service users in finding more independent long term accommodation and if appropriate, assisting with preparation and planning for the move.

All service users are allocated a link worker from the permanent staff at Harwell Street. The link worker coordinates each service user's assessment and support plan and maintains close links with the other agencies and individuals involved in the service users support. It is expected that there will be an initial 3-way with the link worker, service user and referrer within the first month and thereafter quarterly.

Through the development of the support plan, a more structured and individualised approach can be taken to support the service user in areas such as life skills, challenging offending behaviour and anti-social behaviour, drug and alcohol problems, coping with crisis, personal development and improving relations with others, this will be done in conjunction with the relevant agencies already involved. The support plan is designed to facilitate the service user's development in ways which respect the individual and their personal capacity for self-determination. It is recognised that the service user understands their own needs, problems and strengths. The link worker can only help the individual acknowledge these and mobilise their own resources in tackling them if they express a wish to do so.

However, there is a fundamental expectation that service users will work toward taking responsibility for themselves and will be motivated towards self-improvement, self-discipline, awareness and confidence and to develop an appropriate level of independence.

Staffing levels are aimed at providing a low level of support to service users, to enable them to maintain stable accommodation.

It may be possible to accept service users with higher support needs if there is an additional support package in place.

Harwell Street expects that the referring agency will continue to offer residents support as agreed on their application form and will attend 3-way meetings as and when relevant, but at a minimum quarterly, following the 1<sup>st</sup>. 3-way which should take place within the first month of occupancy

## Contact Details

74 Harwell Street  
Stonehouse  
Plymouth  
Telephone 01752 220576

## Access

Applications should be made on the standard form and all sections completed to minimise delay. The referral agency must complete the form with the applicant and the referral agency must complete the risk assessment. The form should then be returned to the service along with the risk assessment and any other relevant information.

- An interview cannot be conducted without receipt of this form or the risk assessment.
- Prior viewing of the project can be arranged by appointment and is encouraged.
- We are unable to undertake prison interviews.

All applicants should be aware that further information will be sought from other agencies, as appropriate. The applicant will be required to give their permission for this on the application form.

Providing the eligibility criteria are met, an interview at the project will be offered. This will normally be within five working days subject to the availability of two staff members, one being from Harwell Street. The interview will follow internal guidelines and an assessment made on the basis of the applicants current support needs, mix of current service users, availability and risk, and will take into account the needs of existing residents.

Applicants must:

- Be 18+
- Be committed to the aims and values of the project.
- Have basic life skills i.e. budgeting, cooking, basic understanding of English, or be willing to learn.
- Have low support needs.
- Have usually been free from alcohol / drug abuse for 3 months and currently linked to a relevant support agency or be in the process of doing so.
- Be willing to provide sufficient information for an informed decision to be made.
- Be willing to attend linkwork sessions and to be willing to engage in a Support Plan.

We will not usually consider applications from people straight from prison or with a recent or persistent history of aggressive, violent or abusive behaviour. We are also unable to consider those who are unwilling to address problems that have impacted on previous accommodation: for example:-

- Offending behaviour.
- Rent arrears.
- Drug and/or alcohol problems.
- Violence or anti-social behaviour.

For people with a history of drug and/or alcohol use, or those with mental health problems, the applicant must be linked into an appropriate support agency.

Applications from people convicted of offences of a sexual nature or against children cannot be considered.



# **Plymouth House Homeless Project**

## **Description**

We are a 47 bedded unit for males and females aged 16-60 made up of 13 shared spaces and 24 single flats. We aim to encourage and support individuals to build confidence, self esteem with jointly agreed support plans. This work is undertaken over a period of up to 12 months with a view to the service user managing and maintaining their own independent tenancy in the community.

We will take referrals from a variety of sources such as SHIP, The Gates, The Zone and Devonport House we also accept self referrals. We will prioritise people on a needs led, case by case basis and with consideration of the existing Plymouth house community.

## **Services offered**

All residents are offered debt advice and a comprehensive accredited certificated Training scheme covering - maintaining a tenancy, healthy eating, and budgeting etc. We also offer literacy and numeracy classes on site run by the local college. All support plans are reviewed at least every 3 months and as requested by the resident.

## **Partnership work**

We have recognised links with Path, Probation, Ocean Quay, Hamoaze House, Shekinah, Ship, Salvation Army Hostel, Housing Advice and Homeless Unit, the Zone and the rough sleeper team and Harwell street.

We will also work with some clients prior to their move in to the project to help build the supportive relationship and achieve small goals to alleviate the anxiety of the move in to Plymouth House.

## **Contact Details**

Plymouth House  
Westcountry housing Association  
10-13 Lockyer Street  
Plymouth  
PL1 2QQ

Telephone 01752 660321

Email [Sean.Mitchell@westcountryha.org.uk](mailto:Sean.Mitchell@westcountryha.org.uk) or [noel.molland@westcountryha.org.uk](mailto:noel.molland@westcountryha.org.uk)

## **Access**

Please ring on the above number or e-mail for an application pack or to discuss eligibility for the project.

## **Development**

- Effective ongoing to support to those having just moved on
- Imaginative ways of increasing gains for service users either financially, materially and emotionally to increase the ongoing welfare of residents.
- Regular reviewing of the referral process and criteria to ensure we are meeting the changing needs of service users within the city

- Continue to build solid “open and transparent” relationships with all partners, referrers and service users
- Continue to encourage and actively support service user views and encourage input to our service delivery
- Actively seek new sources of move on including private rented sector

## **Spring Project**

### **Description**

The Spring Project is run by Devon & Cornwall Housing Association and is located in the Stonehouse area of the city. The criteria for the project is for male or female clients aged between 18- 65 who are homeless or at risk of becoming homeless with a mental health problem but we are not a direct access hostel. The project is staffed virtually 24 hours a day seven days a week to help you with your support needs. The project has an RMN ( Registered Mental Health Nurse) based at the project fulltime to care co-ordinate all its tenants and work on a 1-1 basis with your mental health needs in conjunction with a full care plan and to refer on to any appropriate health agencies.

The Spring is a fully furnished house it comprises of five single bedrooms and one self-contained bed sit. All bedrooms have their own sink and there is a shared kitchen/dinning room, lounge, laundry room and garden. There are also shared bathrooms on each floor. Tenants are encouraged to take an active role in the running of the project.

Staff are here to provide you with help and information to meet your individual needs. Your key worker at the project will work with you on a support plan to identify your needs and encourage and help you to achieve them and gain independent living during your time at the project. We help and advise with daily living skills such as cooking, budgeting and shopping. Help to claim benefits, advice about education, employment and voluntary work opportunities. Help and support in finding and moving in to future accommodation after your time at the project with continued support from staff.

Also forming part of the project are four move on flats which are used as a stepping-stone into independent living.

### **Contact Details**

The Spring Project  
78 Durnford St.  
Stonehouse  
Plymouth  
PL1 3QW

Telephone 01752 256062

### **Access**

Referral is by application form and interview, a form can be obtained from the Spring.