

Service Statement

Homelessness Services

MENTAL HEALTH, ADDICTIONS AND HOMELESSNESS



Document Information

Title	Health and Social Care Partnership Mental Health, Addictions and Homelessness (Homelessness Services)
Author	Deborah Gillespie
Description	This document summarises the Services provided, objectives, commitments and contacts.

Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 th Feb 2017	D Gillespie	NA
1.1	Final	13 th Feb 2017	B McDonald	Inclusion of document control
1.2	Final	21 st December 2018	D Gillespie	Incorporation of Inverclyde Outcomes Improvement Plan and Corporate Plan Organisational Priorities.

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1.0 Overview of Service

1.1 Service Management Structure



1.2 Service Description

Inverclyde Homelessness Service provides a comprehensive service of advice, assistance and support including health advice for people faced directly with a homelessness situation, or who may be at risk of losing their home. The Homelessness Service also works in partnership with local Housing Associations to provide direct access to the Common Housing Register, Financial Advice Services and housing options available within Inverclyde.

Our team consists of two separate strands:

1.2.1 Assessment and Support

- Provides a person-centred approach to housing options for individuals and households who may be at risk of losing their home, or who require assistance and support during a period of homelessness. Assessment and Support Officers provide a 'one-to-one' support service to clients in preventing homelessness wherever possible, and ensuring that any unavoidable periods of homelessness are kept to a minimum. This involves

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close liaison with Registered Social Landlords (RSLs), private sector landlords and other key support agencies in order to best ensure that clients have every opportunity to sustain tenancies or access other forms of accommodation in the community.

1.2.2 Temporary Accommodation

- Is provided for clients to whom the service has a statutory duty to accommodate temporarily. This duty is determined by the Assessment and Support staff following discussions with clients as noted above. Temporary accommodation is offered on a short-term basis pending re-housing, and is facilitated via our self-contained bedsit accommodation at the Inverclyde Centre, and our network of temporary furnished flats leased from RSLs, which are situated throughout the Inverclyde area. Our Temporary Accommodation staff will ensure that short-term and emergency accommodation is kept to a high standard and can be made available at short-notice when required.

2. Statement of Service Objectives

- To work with partner agencies to secure a lasting co-ordinated response to homelessness
- To focus on prevention of homelessness and early intervention of those at risk of becoming homeless.
- To improve the quality of housing advice available
- To secure more good quality temporary accommodation for people who are homeless and to promote a rapid rehousing response to people in need.

The focus of the Service is to provide an efficient and effective service to individuals and families facing homelessness in Inverclyde thus helping to deliver the Council's corporate vision of **Getting it Right for Every Child, Citizen and Community**.

2.1

A diagram showing how the Service contributes to *Getting it Right for Every Child, Citizen and Community* and how the Service will promote the development of the 'SHANARRI' key wellbeing indicators that the Council wishes to 'get right' for all Inverclyde's citizens is contained within Appendix 1.

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3. Inverclyde Outcomes Improvement Plan

The service contributes to delivery of the following priorities within Inverclyde's Local Outcome Improvement plan.

1. Population

Inverclyde's population will be stable and sustainable with an appropriate balance of socio - economic groups that is conducive to local economic prosperity and longer term population growth.

2. Inequalities

There will be low levels of poverty and deprivation and the gap in income and health between the richest and poorest members of our communities will be reduced.

4. Corporate Plan Organisational Priorities

Organisational priority 1:

To work collaboratively to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents have influence and control over the things that matter to them

Organisational priority 2:

To reduce the prevalence of poverty in our communities, with a particular focus on reducing child poverty

Organisational priority 3:

To safeguard, support and meet the needs of our most vulnerable families and residents

Organisational priority 4:

To improve the health and wellbeing of our residents so that people live well for longer

Organisational priority 5:

To deliver services that are responsive to community needs and underpinned by a culture of innovation, continuous improvement and effective management of resources

Organisational priority 6:

To develop motivated, trained and qualified employees that deliver quality services that meet current and anticipated service needs

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5. Our Commitment to our Customers

- We will ensure our services are delivered in such a way that the dignity and respect of service users is preserved.
- We will respect and value uniqueness and diversity whilst recognising and building on the strengths of the individual.
- We will promote people's right to choice, confidentiality and protection.
- We will assist people to improve the quality of and increase their control over their own lives.
- We will operate in a manner that does not stigmatise or disadvantage individuals, groups or communities.
- We will promote equality of opportunity and access to services and not discriminate against people or groups on grounds of age, race, religion, sexual orientation, gender or disability.
- We will work in partnership with users, carers and other providers of services to ensure continuous improvement in our performance.

6. What You Can Expect From Us

- We will provide you with a service following assessment, which will take place within 28 days.
- You will be kept informed at all times about your application for housing.
- We will provide written information about how your application will be handled.
- We will advise on what to do if you disagree with our decision (application/status).
- We will provide you with information packs regarding local services and resources.
- We will listen to what you have to say and make sure you understand exactly what is happening.
- We will arrange for interpreters, e.g. if English is not your first language or signers if you have a hearing impairment.
- We will help you to make contact with services that can offer a range of support and advice.
- We will do all that we can to provide emergency accommodation within Inverclyde.
- We will provide you with a range of opportunities to influence how the service is delivered.

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6.1 Service Standards

As an HSCP, while there are common fundamental standards around respect; gaining trust and confidence and being accountable that we expect of all our staff, we also recognise the unique professional roles and expect staff to adhere to their respective professional bodies' standards.

The Scottish Social Services Council (SSSC) agreed a *Code of Practice (2002)* for social service workers and employers can be found on:

<http://www.sssc.uk.com/Codes-of-Practice/sssc-codes-of-practice-for-social-service-workers-and-employers.html>

The General Medical Council (GMC) agreed Good Medical Practice (2013) can be found on:

http://www.gmc-uk.org/guidance/news_consultation/20477.asp

The Nursing & Midwifery Council (NMC) agreed The Code: Standards of Conduct, Performance and Ethics for Nurses and Midwives (2008) can be found on:

<http://www.nmc-uk.org/Nurses-and-midwives/Standards-and-guidance1/The-code/>

The Health and Care Professions Council agreed the Standards of Conduct, Performance and Ethics (2008) can be found on:

<http://www.hcpc.org.uk/publications/standards/index.asp?id=38>

7. How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality Homelessness Service, you can help us by:

- Letting us know if you no longer require our service, or wish to cancel an arranged visit or cancel an appointment that we have made with you
- Informing us of any changes in your circumstances.
- Treating staff with courtesy and politeness
- Telling us when we are doing something right or how we could make things better for people using the service.

<http://www.inverclyde.gov.uk/health-and-social-care>

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- Letting us know if you have an adult or child protection concern.

Child Protection	Adult Protection
01475 715365	01475 715365

8. If You Make a Complaint to Us

For advice on how to make a complaint please use the contact methods below:

Social Care	NHS Greater Glasgow & Clyde
<p>Write to:</p> <p>The Complaints Officer</p> <p>Inverclyde HSCP Hector McNeil House 7-8 Clyde Square Greenock PA15 1NB</p> <p>Phone: 01475 715280</p>	<p>Phone: 0141 201 4500</p> <p>Email: complaints@ggc.scot.nhs.uk</p> <p>See our website at www.nhsggc.org.uk where you can find information under "Get in Touch / Get Involved".</p>

Alternatively, request a complaints form in any Inverclyde HSCP premises.

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APPENDIX 1

