



Housing First: Retention and Recovery

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FEANTSA

POD MAATSCHAPPELIJKE INTEGRATIE
BETER SAMEN LEVEN
SPP INTÉGRATION SOCIALE
MIEUX VIVRE ENSEMBLE



STEUNPUNT
ALGEMEEN WELZIJNSWERK



ΙΣΝ/SNF
ΔΡΥΜΑ ΣΤΑΥΡΟΣ ΝΙΑΡΧΟΣ
STAVROS NIARCHOS
FOUNDATION



.be



Turning Point Scotland



Who we are:-

We learn from services and seek to influence social policy

NGO

- 35 services
- 8981 people being supported
- 180 locations around Scotland
- 18 local authority areas
- 1100 staff members
- Housing support, care at home, community rehabilitation, crisis intervention, community rehabilitation, social enterprise



TPS Glasgow Housing First

History of TPS HF Glasgow

- Established in 2011 as a response to drug deaths within the city of Glasgow as well as high levels of repeat homelessness amongst people with active substance misuse issues
- First Housing First service within the UK
- One of the first to work exclusively with individuals who are homeless and have substance dependency issues

Housing context within the city:-

- The city does not have its own Social Housing, this is held by individual Social Housing providers of which there are sixty six.



We Provide Flexible and Person Centred Support

Housing First Staff Team:-

- Service Managers (Manages HF and two other residential services)(Social Care and Management Qualifications)
- Service Coordinator
- 2 x Senior Practitioners (Extensive experience of working in Homelessness and addictions)
- 3 x Peer Support Workers who all have lived expertise

Pre allocation of a tenancy

Referrals: self, community addiction teams, homeless teams

All referral go to a mufti disciplinary screening group. Which consists of representatives from housing/ SW/ Health

Due to the sometimes chaotic presentation of our service users we provide an assertive outreach service, so that potential service user do not drop out at the first hurdle. We will meet with potential service users anywhere including begging sites. Contact is maintained during the process of waiting for a house



Flexible Person Centred Support

Post Allocation Support

- Core support takes place between 9am and 8pm
- On call faculty 24/7
- Support provided on an assertive outreach basis (we'll go looking for you)
- No expectation that people have to cease their drug or alcohol use, but staff will work with them to reduce the negative consequences of use
- Significance of the Peer Support Worker

Other areas of support:-

- Health and Wellbeing
- Employability
- Finance and budgeting
- Independent Living skills (including door control)
- Social networks (key within relapse prevention)
- Support underpinned by the concept of Citizenship (5R's)



Service Users and Substance Use

At the point of entry all SU were high on the Sever Dependence Scale for substances

- High level of Heroin use (intravenous)
- Also Cocaine, cannabis, and NPS
- High levels of alcohol consumption

Outcome achieved from HF stability:-

- Half of all service users experienced positive change in relation to their substance use. Either stabilised reduced or in some cases ceased.
- A quarter had fluctuating experiences
- Half had little observable difference

(Herriot Watt, 2013)



Substance Use and HF

Perception:-

- An issue of stigma from Housing Provider and neighbours. Perception of anti social behaviour. However this did not happen in reality.

Issue in reality:-

- Lost keys
- Health and Safety
- Door Control

Negating these issues:-

- Ensuring that spare keys are with friends/ family
- Regular health and safety checks
- Working with housing officers
- Working with SU around door control



Choice vs Risk

- Since the five years of the service we have not had one eviction
- Service users are motivated to sustain their tenancies
- Staff have to live with risk and negate risk where they can
- Advice and information around harm reduction e.g. safer injecting practices

When and if service users are action ready then they will be supported to access:-

- Community based support
- Recovery cafes
- Community rehab
- Fellowship

* All of this is underpinned by a contagion of hope from Peer Support Workers



TPS Learning

- Include multiple stakeholders from the start
e.g. Police
- Assertive Outreach, especially at the point of referral
- Being clear that service users do not have to give up substances
- Using Peer Support Workers