

Housing Related support contract SHYPP review January 2016

Consultation Exercise

- As part of the contract review all existing service users were contacted and offered the opportunity to attend four service user forums at one of the three foyers (Hereford, Ross on Wye or Leominster) and complete a questionnaire asking them to comment on the service they had received. Service users were personally interviewed and Questionnaires were also left with support workers to enable service users to complete and return if they were unable to attend a meeting or felt more comfortable completing in private. Previous service users also responded but these questionnaires have not been included. Some questions were unanswered and some questions had 'double-entries'.
- Of the 113 service users within the service, **26 service users completed a questionnaire** (23%), all who expressed they were 'Very Satisfied' or 'Satisfied' with the service.

Of the 26 completed questionnaires:

- 73% of the service users accessed the service via self referral which included through 'Friends & family'.
- 19% accessed the service via the Housing Solutions team.
- 50% had been receiving a service for the period 0-6 months, whilst 11% had been receiving a service for between 19- 24 months, and 7% stated they had been receiving a service for over two years.
- Only 22 responded confirming the hours of support received, of which 55% receive 1-2 hours of support weekly.
- For those on floating support, 12 stated they received a service at either a Foyer or SHYPP offices on a regular basis.
- 80% confirmed that the support they received from SHYPP had prevented them from being homeless.
- 46% felt the service had made a positive difference to their life
- 77% confirmed that they were aware of their Housing Pathway/Action plan but the review of the plan varied.

Questionnaire Responses:

(Sub Appendix A)

Notes of meetings held with service users at Foyers:

Synopsis of Consultation January – February 2016

1. All service users (30 Foyer-based users and 83 'Floating support' recipients of the service) were invited to take part in the consultation which included four 'drop-in' forums held at the three Foyer locations across the county, Hereford, Ross and Leominster. 26 service users completed a

questionnaire regarding the service, although not all questions were answered. All participants confirmed their willingness to participate.

Observation: It is evident that work needs to be done around the referral process ensuring those in most need are referred and appropriate agencies fully involved.

2. From the results it is evident that the service is valued by the clients; 26 participants indicated they were 'very satisfied' or 'quite satisfied'. Nine reported that the service has made a positive change to their quality of life and 17 confirmed the service has enabled them to remain in their own home or find suitable alternative accommodation. Three are trying to secure more suitable accommodation

Observation: It is evident that the service provides low level support and some service users felt 'the service was open to favouritism of service users' and the need for support workers to provide information on what other support services are available.

3. The majority of the face to face interview discussed the importance of social inclusion and the positive impact this has with their behavior and attitude towards everyday living. The support given is in relation to confidence building, helping with a range of benefits and form filling, and helping with relationships, even support for young parents

Observation: It was evident this provided good support but to those with relatively low levels needs?

4. It was evident from talking with the service users and having 1:1 interviews with them that there was wide spectrum of personal experience. A small proportion presented as very vulnerable or with a dysfunctional background and others described a service as an addition rather than a necessity.

Observation: No formal assessment takes place, as the majority of service users are self-referred. In the meetings and 1:1s, it was evident some people had issues with lack of confidence, substance misuse, suffered abuse and thoughts of suicide etc, without having been formally assessed.

5. It was evident that strong personal relationships were formed between service users and support workers, with ex-service users continuing to access the service for advice a number of years after leaving the service or even leaving the county.

Observation: Is it the person rather than organisation that people seem to have the relationship with and it is unclear if this is recorded.

6. Existing service users are supported by other agencies, including but not limited to: Homegroup (Stonham), Children's Services 16+ team, Midland Heart, Kemble and Probation Service.
7. Stakeholders have responded in support of the service with comments received from: Bulmers Foundation, Herefordshire Anti-Poverty Alliance, a Supported Lodging host. (for detail see below).

The Youth Advisory Board (YAB) of SHYPP (a group of young people (16-25) using the service who feed into the Management Board of SHYPP), gave the following statement: (Sub appendix B)

Statements from current or ex-service users

(Sub appendix C)