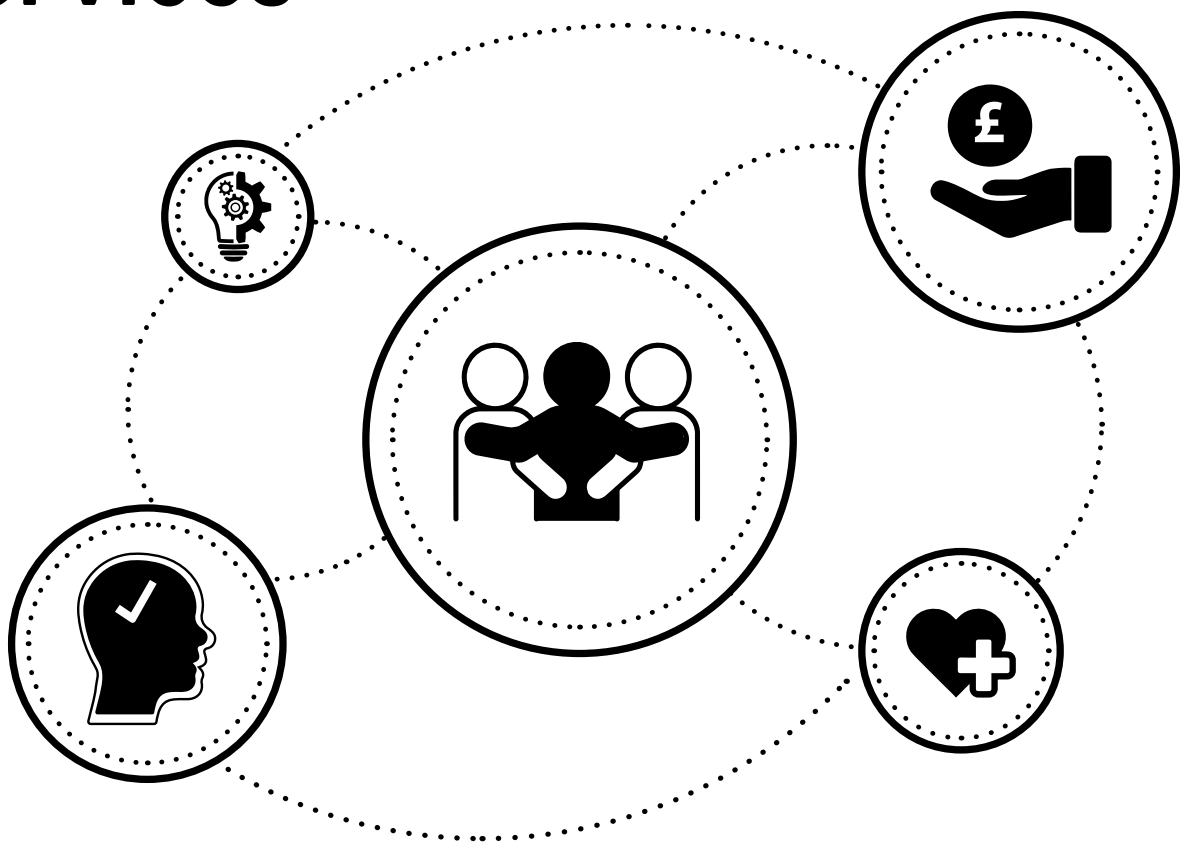


Have your say on proposed changes to homeless support services



Tell us how this might affect you

Online: leicestershire.gov.uk/homeless-consultation

For general enquiries or comments about this consultation,
email phconsultations@leics.gov.uk

Public consultation: Please submit your views by midnight
on **3 September 2023**

Introduction

Leicestershire County Council commissions a service (previously known as Housing Matters) that supports adults who are facing homelessness, or who are homeless, to gain the skills needed to either live independently or live in supported accommodation.

The support is provided within:

- hostels: mainly within Falcon Centre (located in Loughborough)
- community based locations: Syston Community Centre, Hinckley Salvation Army, Blaby Baptist Church, The Symington Building (Market Harborough), Wigston Salvation Army, The Centre - Mary's Place (Melton), George Smith Hub, Holy Trinity Parish Church (Ashby)
- an individual's place of residence

Examples of support include:

- setting up and maintaining a tenancy
- developing domestic or life skills
- debt, budgeting, and benefits
- support to engage with local community resources
- accessing health and wellbeing services
- accessing education, employment, and volunteering
- improving social support networks
- advice on repairs and home maintenance
- safeguarding vulnerable individuals

Why we are consulting

Following the introduction of the Homelessness Reduction Act 2017, The Department for Levelling Up, Housing and Communities has provided district and borough councils (as the housing authorities) with money, through the homelessness prevention grant, to provide support for individuals who are homeless or at risk of being homeless.

Leicestershire County Council's current contract for homelessness support services ends on 31 March 2024. Like councils across the country, we are facing growing financial pressure alongside increasing demand, so we need to look at providing services in a different way.

Our support to people who are homeless, or facing homelessness was an area which was identified for review, as part of our budget plans, which we consulted people on last winter.

The county council is committed to helping people, and we have a wide range of support in place for those needing it, as you'll read later on in this document. The end of this contract gives us the chance to review the support we have and make sure it will meet the needs of those who need help, wherever they are in the county.

Proposal

Following a review of the current service and the financial challenges facing the council, we are proposing to change the way we provide support to individuals who are facing homelessness or who are homeless.

The proposal is for the county council to cease funding a dedicated homeless support service, and instead to provide support via the council's existing public health services where a wider number of people are eligible for support.

The principles of the proposed approach centre around the following:

- Providing coverage across the whole of Leicestershire.
- Eligibility that includes any adult who is facing homelessness or at risk of becoming homeless.
- Access to support via a central point of access.
- Support that is tailored to the needs of each individual.
- Greater focus on improving the health and wellbeing of individuals.

The principles will be achieved mainly through the universal offer of First Contact Plus and the Local Area Coordination service as opposed to a bespoke offer specifically for individuals who are homeless.

First Contact Plus is an online tool which helps adults in Leicestershire to access information, advice, help and support on a range of services. Examples include:

- Department for Work and Pensions for support to access the right benefits.
- Citizens Advice for debt management support.
- Community Recovery Team and Local Area Coordination Team for one-to-one support.
- Warm Homes Service for support on housing issues such as damp, mould, draught proofing, and signposting to funding for energy efficiency measures.
- Health and wellbeing services such as smoking cessation, drug and /or alcohol misuse, healthy weight, physical activity, and sexual health services.
- Mental wellbeing services such as Vita Minds (a talking therapies service for low level mental health support).
- Services provided by the Council's Adults and Communities Department, including community support workers and social care.
- Adult Learning and Multiply for support on accessing learning and educational courses, including support on budgeting. Multiply is a programme aimed at helping adults to improve their numeracy skills.

The offer is delivered by the county council in partnership with GPs, the police, voluntary groups, health organisations, social care departments, and district / borough councils to help adults across the county. Referrals can be made by the person needing support, by a friend or family member on the persons behalf or by a professional.

Local Area Coordinators work with individuals who may be vulnerable, or at risk of crisis, by building a supportive community around them thereby reducing social isolation. Where one-to-one support is required, the Local Area Coordination service is well established within communities and so can meet this need through their links with community groups, drop-in sessions and through the direct provision of one-to-one support at a suitable location.

The county council has other contracts where people can get support. For example, we have a service that supports people who are homeless because of domestic abuse. We also have a service that provides substance misuse support.

A key strength of the proposed approach is that links can be made to a broader range of health and wellbeing services.

Further information on First Contact Plus and the Local Area Coordination Service can be found here:



firstcontactplus.org.uk

Local Area Co-ordination



www.leicestershire.gov.uk/local-area-co-ordinators

Who should fill in the questionnaire?

This consultation is open to everyone. We are particularly keen to hear from:

- people facing homelessness
- people who have or are currently using the service
- friends, relatives, and carers of people facing or experiencing homelessness
- professionals who support people facing or experiencing homelessness

How will the consultation work?

This consultation is about the homeless support service commissioned by Leicestershire County Council. Any support or services provided by other agencies such as district & borough councils, is not part of this consultation.

The consultation begins on 28 June 2023 and will end at **midnight on 3 September 2023**.

We ask that you complete the online version of the questionnaire if you can. However, we understand that this is not always possible, so a paper copy is available on request by calling 0116 305 0705 or emailing phconsultations@leics.gov.uk

To submit your views, please fill out the consultation questionnaire and make sure it reaches us by **midnight on 3 September at the latest**.

The survey is available online at www.leicestershire.gov.uk/homeless-consultation

We advise that you regularly refer to this document when completing the questionnaire.

Public Engagement

Information sessions have been arranged where staff from the county council will be available to present the proposal and answer any queries you may have. Information on how to respond to the consultation will also be available. Dates, times, and locations of the information sessions are indicated below. If you would like to attend an information session, please register your interest by emailing your contact details and preferred date to phconsultations@leics.gov.uk and we will send out an invite to you. Alternatively, you can register your interest by calling 0116 305 0705.

Date	Time	Location	Who this is for
Monday 10 July	2pm to 3pm	Online	Professionals who support people facing or experiencing homelessness
Wednesday 12 July	1pm to 2pm	Online	People who have or are currently using the service Friends, relatives, and carers of people facing homelessness
Monday 7 August	10am to 1pm* *This session will begin with a short presentation on the proposal.	Loughborough Library, Granby St, Loughborough, LE11 3DZ	People who have or are currently using the service Friends, relatives, and carers of people facing homelessness
Wednesday 9 August	10am to 11am	Online	Professionals who support people facing or experiencing homelessness

Further Information

Responses will be confidential, and findings shared will not contain any personal identifiable data.

If you have any questions or queries on this consultation, please email phconsultations@leics.gov.uk

Glossary of terms

Contract: a legal document that states and explains a formal agreement between two or more organisations.

Commissioned service: care, support or supervision that has been arranged and paid for on an individual's behalf by a public authority, like a council.

Statutory duty: functions that the council has a legal obligation to provide.

ਜੇ ਆਪ ਆ ਸਾਹਿਤੀ ਆਪਨੀ ਆਖਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੋੜੀ ਮਦਦ ਈਝਤਾਂ ਡੋ ਤੋ
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ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ
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এই তথ্য নিজেৰ ভাষায় বুঝাৰ জন্য আপনাব যদি কোন সাহায্যের প্রয়োজন হয়, তবে
0116 305 0705 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں
0116 305 0705 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，請致電
0116 305 0705，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku,
zadzwoń pod numer 0116 305 0705, a my Ci dopomożemy.