

# Creative collaborations – Health, housing and more!

Megan Ward – Senior Homelessness Officer,  
New Forest District Council

Jon Pritchard – Associate Director of Housing &  
Community Inclusion, Southern Health NHS  
Foundation Trust

# A different focus

- Unique role.
- One of only two Director level colleagues focused on housing.
- Three main workstreams:
  - Patient discharge solutions
  - Keyworker accommodation
  - Community/VCSE partnerships.
- Moving away from purely medical models of health and wellbeing to social models which embed health.
- Aligned to ICP strategy
  - Using home as a lens to wellbeing
  - Targeting health inequalities

# Growing beyond 'Everyone In'

- Collaborative commissioning and revenue bids
- 6 LAs leading collaborative funding opportunities to embed MH Nurse practitioners into front line housing services from DLUHC RSI/LA
- Outcomes:
  - Preventing admissions
  - Avoiding evictions
  - Increasing engagement
  - Sustained accommodation
  - Onward referrals to services
  - Multi-agency safeguarding response.
- Collated impact data being collected.

## How it started...

- Created by frustration!
  - Poor response from mental health teams to deteriorating presentations
  - Often too little, too late
  - Teams were 'too busy' – but ineffective.
- No additional resource required
  - Reshaping the workload
  - Picking up crisis calls at source – catching people earlier
  - More timely and focused interventions
  - Higher levels of care and support to scheduled caseload.
- Higher morale with both housing and mental health teams
- True partnership working – tackling complex cases together.

# How it's going...



# Beyond the Statistics – “Martin’s” Story

- Between December 2021 and January 2022 = 3 x hospital admissions
- 1<sup>st</sup> February 2022 – Placed into Emergency Accommodation
- Between February 2022 and March 2022 = 5 evictions from Emergency Accommodation placements and 3 further hospital admissions
- 25<sup>th</sup> March 2022 – No local connection and final eviction
- 16<sup>th</sup> May 2022 – Lets start again! This time with the help of Natalie
- Natalie’s work
- January 2023 – Moved into social housing

*A new beginning....*

# Reducing Social Stressors

- Citizens Advice drop-in pilot (12 months data)
  - Worked with 64 service users.
  - Each had, on average, 6 distinct advice need areas.
  - Addressed total of 388 distinct advice needs.
  - Finance and Housing are top advice need areas.
  - Advice resulted in total of £115,106 of financial benefit to service users (c. £88k of additional income, with rest being debts/expenditure reduction).
- DWP JobCentre drop-in
  - Training, work-readiness and employment support.
  - Benefit support – reducing sanctions.
- Socially-focused interventions allow speedier and more sustainable discharges.
- Builds trusted relationships with CA/DWP creating a feeling of hopefulness – life can be better after this admission.

# The Opportunities

- Sharing information – Trust.
  - Remove rigidity in approach – Lets be flexible.
  - Improved safeguarding awareness.
  - Remove stigma.
  - Joint working with Social Care colleagues to improve referral priorities.
- 
- ***Are we serious about ending homelessness?*** How are we using the legacy of Covid and ‘Everyone In’ to work in a more collaborative way?