

# Professional Practice Sessions



## PPS1 Housing First – Basis Yorkshire Approach – Common Room (This Room)

*Gemma Sciré, CEO Basis Yorkshire*

## PPS2 Duty to Refer Framework – Main Room

*Trish Connolly, Housing Services Development Manager, Crisis*

## PPS 3 Health and Homelessness – Staff Room

Jane Cook, Health & Homelessness Advisor, MHCLG



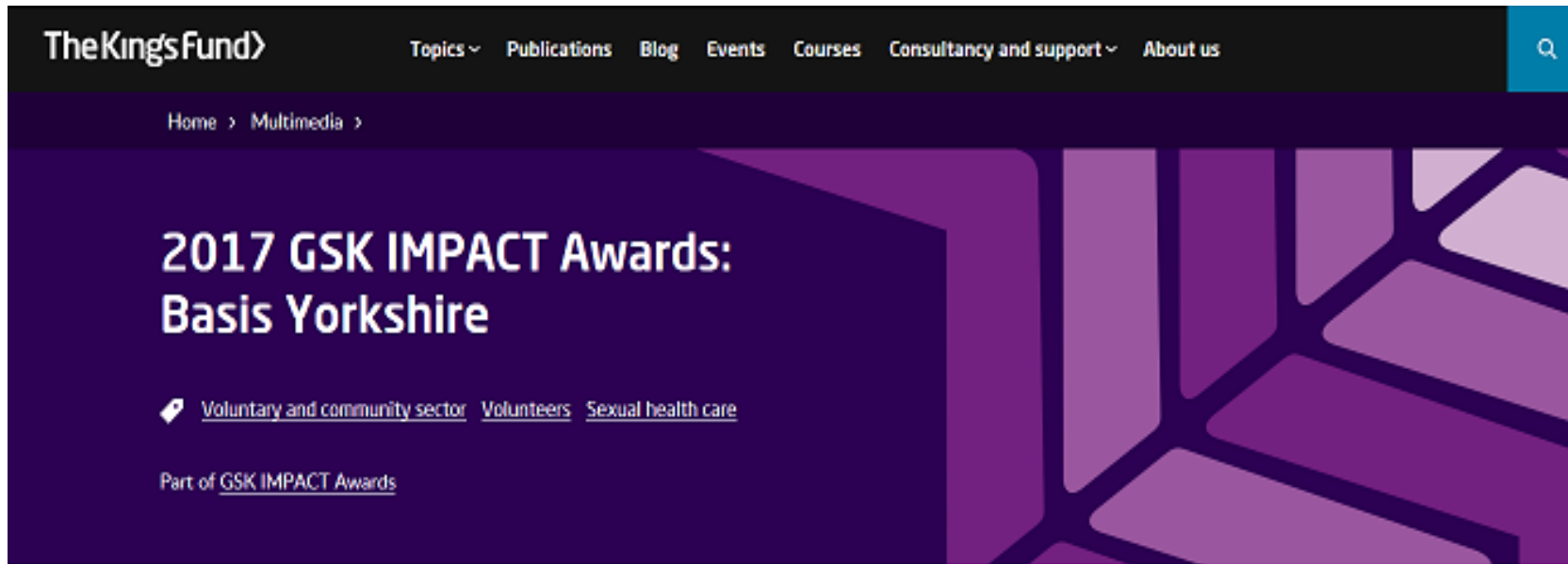
**#nhcHRA18**



# Basis Housing First Pilot Project

Findings From The First Year





Basis Yorkshire works with some of the most marginalised and vulnerable women in Leeds, offering non-judgemental support to sex workers and helping them access sexual health checks and other services. In partnership with the police, city council and the women and young people it supports, Basis improves their safety and health.

<https://www.kingsfund.org.uk/audio-video/2017-gsk-impact-awards-basis-yorkshire>

**Basis**  
yorkshire

**Basis**  
sex work project

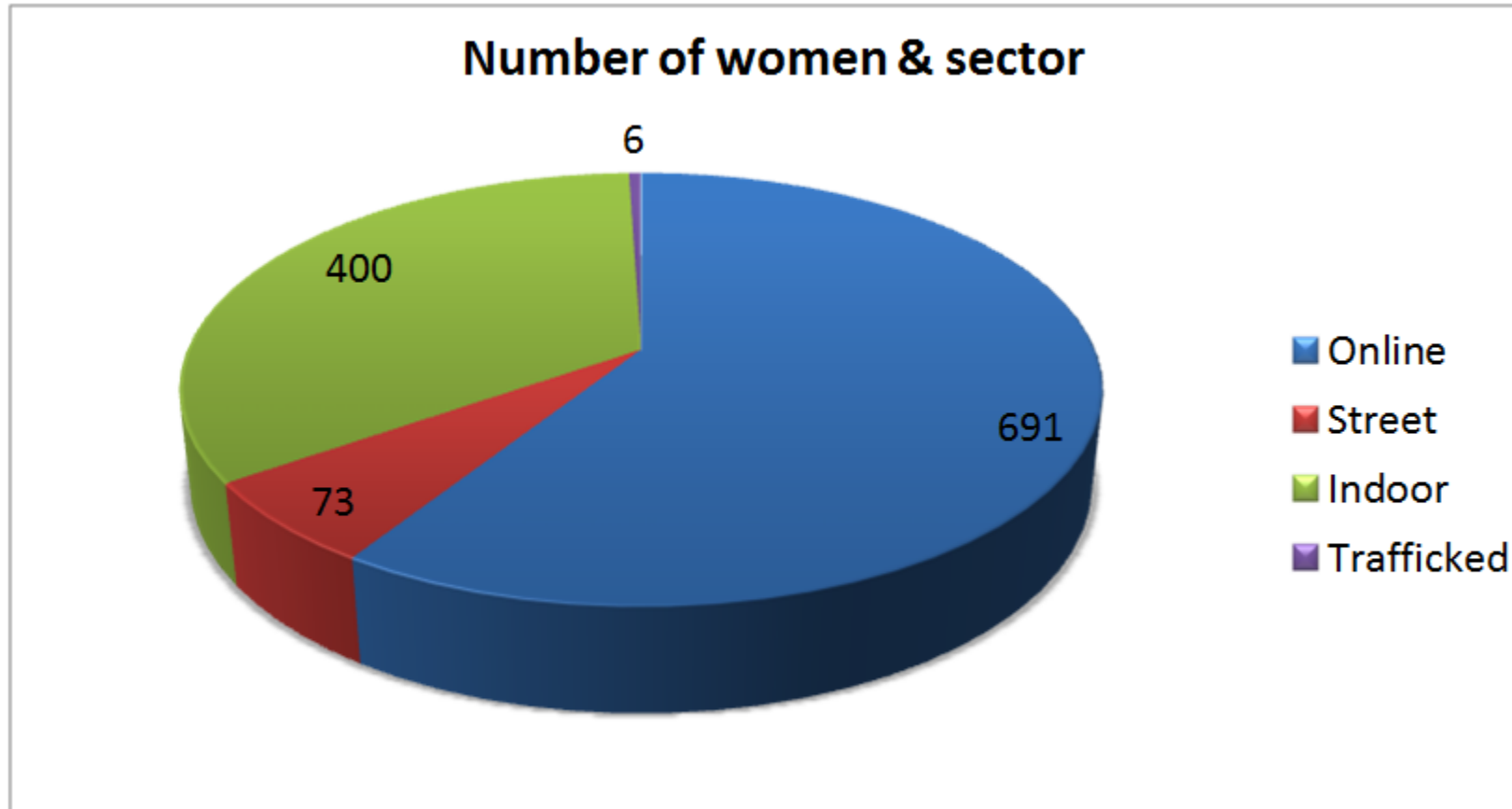
**Basis**  
historic CSE

**Basis**  
young people



<http://basisyorkshire.org.uk/>

# Sex workers supported by sector



# Effective services

- Rights based, empowering and co-produced
- Evidence based
- Recognising stigma & discrimination
- Holistic support; strengths-based
- Safety focus & harm reduction
- Joint work; Police, health, drug treatment
- Peer support & sex worker inclusion
- Provide choice and opportunity; including transitioning support
  - **CATALYST FOR SYSTEMIC CHANGE**

# Context

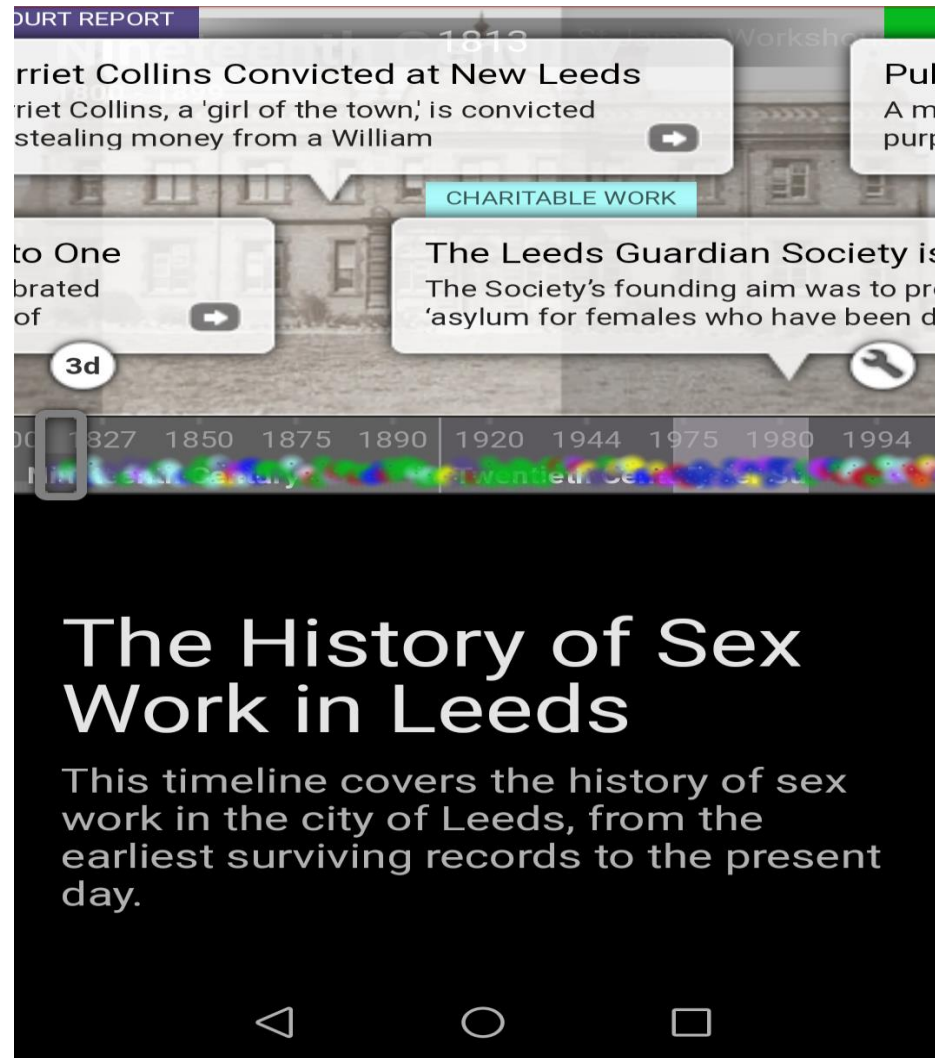
- Leeds, West Yorkshire is the second biggest city outside of London (pop. 774,060, ONS 2016)
- Labour council – over 50% women (highest nationally)
- Local on street sex work area (Holbeck) in existence for over 15 years
- Austerity and ‘demand reduction’ for public services
- Worsening health of women in Leeds across the board: mental health and self harm, decreasing life expectancy and infant mortality rates.
- 164000 more people in ‘deprived communities in Leeds’ (DPH report, 2018)
- ‘Managed Approach’ to street sex work – national pilot

# What is the Managed Approach?

- First national pilot of a 'managed approach' to street sex work as a pragmatic alternative to enforcement
- Driven by research 'Prostitution in Leeds: Preliminary Scoping', Dr Kate Brown, University of York, 2014
- Designed to reduce harm & increase engagement
  - Identification of perpetrators
  - 'Visibility' of additional vulnerability – greater protection
- Identification of geographical area of work
- Activities by all partners: cleansing, support services, Police, community safety
- Rules & expectations
- Sex workers as 'upholders' – but also challenge to improve



# The History of Sex Work in Leeds



# Why does that matter for HF?

## BETTER ACCESS TO & FOR WOMEN = BETTER ENGAGEMENT

- 110% increased interactions with street working women by support services in area = **ACCESS**
- 2013 - 7% reporting of crime with full details to the Police increased to 57% in 2017 = **JUSTICE**
- Continued reduction in offending for serious crimes with more low level harassment being dealt with by Police = **CHALLENGING STIGMA & HARM**
- 2/3 of local residents in support of continuation of MA (Leeds City Council, 2015), despite minority view = **COMMUNITY SUPPORT**
- Sex Worker Advisory Board established = **INCLUSION**

*'It is clear from the outcomes that the conditions in which the project has operated have provided the right environment for the work to flourish. In particular, the ethos of the organisation, the structural issues of criminalisation being directly and radically changed in Leeds and subsequent shifts in responses to women sex working (see Sanders and Sehmbi 20151), and the infrastructure of the WY-FI programme.'*

*(Housing First pilot evaluation, Bimpson, E., 2018)*

# Housing Provision Leeds

- Direct access and “moving on” (supported housing)
- 8 emergency accommodation places for women
- Direct access challenging due to curfew hours
- Sexworkers – hidden homeless/sofa surfing
  - Staying with punters, drug dealers, domestic abuse and control & coercion

***People don't fit neatly in a box, so options are limited***

# Housing First Pilot Scheme 2016

- First Housing First scheme for chaotic street sex workers in England
- Basis role: lead and key worker
- Foundation Housing: specialist housing provision and support partner
- Stability offered in an otherwise complex life
- Greater probability of stability
- Intensive support through low case load
- Fully evaluated by Leeds Social Sciences Institute, University of Leeds



# Unique Approach of Housing First

- Flexible – location and approach
- Non – judgemental approach
- Harm-reduction – focus on safety
- Gendered, trauma informed approach
- Home fully equipped and stocked
- Unconditional support

# Who have we housed?

- Chaotic, street sex working women
- 8 women housed –19 referrals (waiting list now 15)
- Referrals from:
  - Basis
  - Joanna
  - Complex needs service (WYFi)
  - WY Police
  - Newhall Prison

# Complex backgrounds

Issues relating to:	
Mental Health (Depression, anxiety, psychosis)	8/8
Physical health (COPD, Deep Vein Trombosis, malnourishment)	7 / 8
Domestic Violence	7/8
Problematic drug use (heroin, crack, spice, often combination)	7/8
Problematic alcohol use	2/8
Time in prison	5/8
History of self-harm	All
Children removed	7/8



# Sex Workers Health Assessment 2016

Source: Basis Sex Work Project Health Needs Assessment carried out with 26 service users. Basis Yorkshire has received a Third Sector Health Grant from NHS Leeds South and East Clinical Commissioning Group, which will fund our Health and Advocacy Support Worker post. The grant is part of a £1million CCG programme, managed by Leeds Community Foundation, to enable local people to live healthier lives.

In the last 3 months, we have worked with and supported  
**96** street-working women  
and **93** indoor-working women

making substantial progress with some challenging cases and addressing health issues previously ignored, in partnership with other health services.



## Access To A GP



**78%** of women said that their GP did not know that they were sex working

## Mental Health



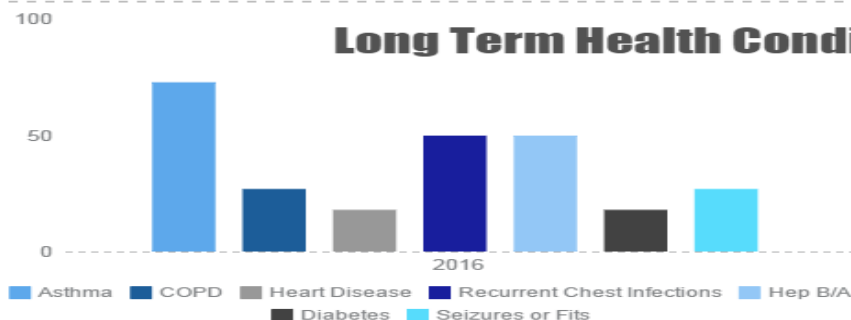
women stated that they suffer from or have been diagnosed with mental health issues



## Smear Test



## Long Term Health Conditions 85%



of women stated that they suffered from at least one long term health condition



## How Basis Sex Work Project Can Overcome This...

Register



Book



Attend



Support



Our Health Support and Advocacy Worker supports service users to access health services. We aim to reduce the barriers that sex workers face in accessing health support.

nicola.pickup@basisyorkshire.org.uk  
Tel: 0113 - 243 0036 | 07711 444 308  
www.basisyorkshire.org.uk/sex-work-project

*‘The extreme health inequity identified demands intensive cross-sectoral policy and service action to prevent exclusion and improve health outcomes in individuals who are already marginalised.’*

*Lancet, Nov 2017*

# Outcomes

- Increased engagement with other agencies
- Improved agency coordination (stable housing)
- Improved offer of other housing services
- No more return to prison (despite history)
- Cost savings (council, authorities)
  - Improved coordination
  - Reduced use of acute services
  - No longer in “spiral of chaos”

**LIFE SAVING.....**

# Challenges

- House scarcity – not always able to house in preferred location
- Mutual understanding of unconditional support
- Peer support
- Community – managing ‘surveillance’ & tensions

# Lessons learned

- One tenancy failed:
  - Housing First doesn't work for everyone straight away
  - People may need multiple attempts to stabilise and learn from their mistakes/ arising issues
  - Location of property was an issue
  - Safeguarding issues: DA & safety
  - Risk of compounding trauma and adversely affecting self-esteem.



# Basis Yorkshire and Housing First Pilot Project 2017



**Drug use:**  
5/6 women have started and stayed on a methadone script. One woman returning from rehab has engaged in physical health support and volunteering



**Personal safety:**  
2 women have used support to confront and report violent partners  
1 woman reports to now feeling confident enough in her secure home to support her partner to complete a detox programme



## Criminal activity:

No women who had previous prison sentences did not return to prison since starting the project



**Personal development:**  
Women have joined  
- Jamie Oliver Ministry of Food Course  
- Computer courses  
- Peer mentoring courses



## Successes of the project

### Stability and mental health:

Stability of a secure home has allowed women to confront other issues e.g. addictions  
Security of settled accommodation has had a "direct improvement in mental health"

**Financial security:**  
Contributed to financial independence  
1 woman has set up her own Credit Union Account  
Clients have applications in place for PIP



"They're understandable, they're there every time I need them, if they can do anything for me they're there for me straight away"  
- Service user

"This is the first time in a couple of years that I have felt secure and happy with my housing situation and it can only get better."  
- Service user

"I like the area it's in, it's nice and the house was fully furnished so it was brilliant."  
- service user



[www.basisyorkshire.org.uk](http://www.basisyorkshire.org.uk)

@basisyorkshire

0113-2430036



# Reasons to Celebrate

- *“I never had anywhere to care about before but now I don’t want to go to jail and risk losing my little house”*  
(History of being in prison, now not re-offended for 15 months)
- *“I couldn’t have done it before because I wanted to leave him but I relied on him to keep a roof over my head”*
- *“I haven’t stayed on script before because I never knew where I was going to be staying. I feel like I am making my own choices now”* (also exited sexwork)

# What made it work well?

- Dedicated support workers— very low case load
- Separation of housing support (Basis) from tenancy management (Foundation)
- Gendered approach
- Links with Basis ethos:
  - Non – judgemental, harm reduction, unconditional support, trauma-informed, rights based



# The Next Three Years

- Initial group of women now moving on
- Funding from Tudor Trust for Basis Support Role for 3 years
- New partnership with Turning Lives Around
- Dedicated Housing Officer from Leeds Housing Options
- Continuing to raise awareness of Housing First in Leeds and nationally
- 'Systems change'



# Any questions?

*[www.basisyorkshire.org.uk](http://www.basisyorkshire.org.uk)*

*@basisyorkshire | @basissexwork*

*Tel: 0113 – 243 0036*



**Basis** Safety  
Information  
Support

**#nhcHRA18**



# **Lunch and Exhibition Viewing**



## PPS 4 Delivering H-CLIC – the experiences of a Housing System’s Provider and a Local Housing Authority – Common Room (This Room)

*Andy Graves, Locata Client Relationship Manager*

*Corinne L. Copeland, Locata Project Manager*

*Nic Abbott, Cheshire East, Homechoice Team Leader*

## PPS 5 Homeless Rooms – Main Room

*Mark Peters, Co-Founder, HomelessRooms.co.uk*

*Lee Blake, Co-Founder, HomelessRooms.co.uk*



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Housing Services

# **Delivering H-CLIC - The Experiences Of A Housing System Supplier & Local Authority**

NHC Homelessness Conference, Leeds

3<sup>rd</sup> October 2018



# Hello and welcome!

## A Brief Introduction

- Andy Graves, Locata Client Relationship Manager
- Corinne L. Copeland, Locata Project Manager
- Nic Abbott, Cheshire East, Homechoice Team Leader





# A Little Background – Locata's Preparation for the Launch of its HPA2 System

Working through the creation, launch and support phases of HPA2 has been challenging

## The Development Group included

- Ten partner schemes
- Representing 27 partner organisations
- Andy Gale Homelessness Consultant
- Jo Beck MCHLG

## We had quite a few meetings

- Two large meetings at St Pancras
- Four online Go To Meetings
- Two webinar workshops
- Over 90 training sessions
- Fourteen Locata & Sector design and planning meetings

# Some Locata Data Points

So far entered onto the system

- Users **6,793**
  - Clients **74,280**
- |               |                      |
|---------------|----------------------|
| <b>1,684</b>  | Triage Cases         |
| <b>15,453</b> | Prevention Cases     |
| <b>13,940</b> | Relief Cases         |
| <b>1,523</b>  | Decision Cases       |
| <b>1,680</b>  | Final Decision Cases |



## Largest total of cases per scheme

Kent	9,800
Manchester	5,871
Cambridge	4,206
Dorset	3,779
Gloucester	2,946
Herts & Essex	2,574

## Largest total of cases per LA

LB Harrow	1,697
Salford	1,532
Warrington	1,396
Wirral	1,392
Oldham	1,387
LB Hamm-Fulham	1,366



# Delta and HCLIC

All of the interactions made with your customers now have to be run, uploaded and validated

- Running and downloading the HCLIC reports is very smooth and simple within Locata's HPA2 system...but what about yours? What's your experience?
- However, uploading the data to MHCLG is a completely different kettle of fish.
- Part of the problem was that the process used to upload data now was not the one originally promised.
- It has become a manual process for you.



# Big problems with the validation and error reports



Delta have been constantly changing their outdated Schematron

There is no test system for it and it has been changed on the fly

Error reporting is very basic with no real guidance

- **“Errors”** must be put right before uploading the final quarter data
- **“Warnings”** flag potential problems in the record, but don’t stop the upload
- **“Information”** is for you to take note of something in the record, but will be accepted

# The Schematron...a bloody nightmare!!

```
requires a value</sch:assert>
    <sch:assert test="if (descendant::cs:ELIGIBLE castable as xs:unsignedByte and descendant::cs:ELIGIBLE!=0 and
descendant::cs:ASSESS_DATE castable as xs:date and descendant::cs:ASSESS_DATE[text()]) then descendant::cs:REASONLOSS else
descendant::cs:MAIN">REASONLOSS Error: This field is mandatory and requires a value</sch:assert>
    <sch:assert test="if (descendant::cs:ELIGIBLE castable as xs:unsignedByte and descendant::cs:ELIGIBLE!=0 and descendant::cs:REASONLOS
castable as xs:unsignedByte and descendant::cs:REASONLOSS=1 and (descendant::cs:ASSESS1 castable as xs:unsignedByte and descendant::cs:ASSESS1
<4 or descendant::cs:ASSESS1 castable as xs:unsignedByte and descendant::cs:ASSESS1>5)) then descendant::cs:REASONAST else
descendant::cs:MAIN">REASONAST Error: This field is mandatory and requires a value</sch:assert>
    <sch:assert test="if (descendant::cs:ELIGIBLE castable as xs:unsignedByte and descendant::cs:ELIGIBLE!=0 and descendant::cs:REASONLOS
castable as xs:unsignedByte and descendant::cs:REASONLOSS=3 and (descendant::cs:ASSESS1 castable as xs:unsignedByte and descendant::cs:ASSESS1
<4 or descendant::cs:ASSESS1 castable as xs:unsignedByte and descendant::cs:ASSESS1>5)) then descendant::cs:REASONSRS else
descendant::cs:MAIN">REASONSRS Error: This field is mandatory and requires a value</sch:assert>
    <sch:assert test="if (descendant::cs:ELIGIBLE castable as xs:unsignedByte and descendant::cs:ELIGIBLE!=0 and descendant::cs:REASONLOS
castable as xs:unsignedByte and descendant::cs:REASONLOSS=4 and (descendant::cs:ASSESS1 castable as xs:unsignedByte and descendant::cs:ASSESS1
<4 or descendant::cs:ASSESS1 castable as xs:unsignedByte and descendant::cs:ASSESS1>5)) then descendant::cs:REASONSH else
descendant::cs:MAIN">REASONSH Error: This field is mandatory and requires a value</sch:assert>
    <sch:assert test="if (((descendant::cs:ELIGIBLE castable as xs:unsignedByte and descendant::cs:ELIGIBLE)[string() castable as
xs:integer], 0)!=0 and descendant::cs:ASSESS_DATE castable as xs:date and descendant::cs:ASSESS_DATE[text()]) then descendant::cs:ASSESS1 else
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>5)) then descendant::cs:REFERRAL else descendant::cs:MAIN">REFERRAL Error: This field is mandatory and requires a value</sch:assert>
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xs:integer], 0)!=0 and descendant::cs:ASSESS_DATE castable as xs:date and descendant::cs:ASSESS_DATE[text()]) then descendant::cs:ETHNIC else
descendant::cs:MAIN">ETHNIC Error: This field is mandatory and requires a value</sch:assert>
    <sch:assert test="descendant::cs:APPLY_DATE">APPLY_DATE Error: This field is mandatory and requires a value</sch:assert>
    <sch:assert test="if (descendant::cs:ELIGIBLE castable as xs:unsignedByte and descendant::cs:ELIGIBLE!=0 and (descendant::cs:ASSESS1
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>5) and descendant::cs:REFERRAL castable as xs:unsignedByte and descendant::cs:REFERRAL=3) then descendant::cs:LCON_REF else
descendant::cs:MAIN">LCON_REF Error: This field is mandatory and requires a value</sch:assert>
    <sch:assert test="if (descendant::cs:ASSESS_DATE castable as xs:date and descendant::cs:ASSESS_DATE[text()] and
descendant::cs:ASSESS_DATE castable as xs:date and xs:date(descendant::cs:ASSESS_DATE) >= xs:date(&#34;2018-04-03&#34;)) then
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# The Schematron...a complete nightmare!!

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  <sch:assert test="if (descendant::cs:ELIGIBLE castable as xs:unsignedByte and descendant::cs:ELIGIBLE!=0 and
```

# The Schematron...what have Locata done about it?

- Added validation
- Hacked the report
- Created the H-CLIC Validator



# The Validator

We have put in place a Validator for use as the Officer is completing the case

**The HPA2 Case Pre-Validator allows you to:**











- Check the validation on the case as you go along
- Opens the validation checker if it finds errors in the case
- Go to the error and put it right
- Save the changes you have made
- Refresh the Validator to see the result



**We will now show you an example screenshot...**

# The Validator – H-CLIC Errors

CHEAST/19270 Mrs H Test



Days Remaining 

0

Accommodation outcome after prevention

BackNextComplete ✓ and NextSave

All tasks are owned by Helen Fleming unless otherwise stated.

Address ✓

People ✓

Initial approach ✓

Eligibility ✓

Main Application Details ✓

Accommodation when

✓✗

Wednesday 26 Sep 2018

Owned by Andy Glaves

\* Accommodation Outcome (Prevent)

No fixed abode: rough sleeping

Local authority location of accommodation outcome

Home Telephone

Accommodat outcome after prevention

Accommodation Outcome (Prevent) (ACCOM\_PR)

ERROR : Should match accommodation in Current accommodation (1.113) if prevention ended

# The Validator – H-CLIC Warnings

CHEAST/19270 Mrs H Tes

Validate H-CLIC submission

Days Remaining 0

Main Application Details

BackNextComplete✔ and NextSave

All tasks are owned by Helen Fleming unless otherwise stated.

Address ✔

People ✔

Initial approach ✔

Eligibility ✔

Main Application Details ✔

Accommodation when last settled ✔

CompletedOwned by Helen Fleming

\* Ethnic group of the main applicant.

White: English/Welsh/Scottish/Norther

\* Sexual orientation of the main applicant

Heterosexual / Straight

\* Nationality of the main applicant

Latvia

\* Employment status of the main applicant

At home/not seeking work (including l

quarter

Main Application Details

Nationality of the main applicant










WARNING : Must have British or Irish nationality if eligible due to being British or Irish citizen (1.3)

Miscellaneous



# The Validator – H-CLIC Information

CHEAST/19270 Mrs H Test



Days Remaining 

0

Main Application Details

Back

Next

Complete ✓ and Next

Save

All tasks are owned by Helen Fleming unless otherwise stated.

Address ✓

People ✓

Initial approach ✓

Eligibility ✓

**Main Application Details** ✓

Accommodation when last settled ✓

Completed

Owled by Helen Fleming

\* Ethnic group of the main applicant.

White: English/Welsh/Scottish/Northern I ▼

\* Sexual orientation of the main applicant

Heterosexual / Straight ▼

\* Nationality of the main applicant

UK national habitually resident in UK ▼

\* Employment status of the main applicant

At home/not seeking work (including look ▼

Assessment of circumstance ^

Date of assessment of circumstances and needs (ASSESS\_DATE)

INFORMATION : Submission trigger - Assessment date is a submission trigger for this case. Please continue to

# H-Clic – The Cheshire East Story

- Locata in place from the start
- Expected good things
- Got good things
  - PHP perfect
  - Casework tasks in place
- Life was good
- We clicked go on the H-CLIC download in Locata

**THEN DELTA HAPPENED!!!!**  
**ARRRGH!!!**



# H-Clic – The Cheshire East Story

- Over 900 lines of errors
- 25 pages of A3 coded errors
- In tiny text
- Days of officer time to correct

## **LOCATA TO THE RESCUE!!!**

With the validator we have been able to:

- Train officers to correct their own mistakes as they go along
- Improve the data inputted
- Fingers crossed for a smooth upload for Q2



Any Questions?