Safe as Houses- a providers perspective

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About SHP

▸ Established in 1976

▸ Provides support temporary housing for people with a wide variety of support needs

▸ Work across London (9 boroughs)

▸ Policy and procedural framework states specifically that no one will be denied access to services on the basis of current drug use.

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About Kings Cross Projects

‣ Working with people with Substance issues
‣ Chaotic, hard to engage client group
‣ Challenging behaviour
‣ Creative and flexible approaches
‣ Clear drugs policy
‣ Targeted referral sources
‣ Active part in the wider agenda

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Ethos and Framework

‣ A belief that all individuals have a right to quality services that meet their needs.

‣ A positive attitude to housing people with high need and challenging behaviours

‣ A willingness to work with residents towards gaining greater control both of their drug use and other aspects of their lives.

‣ A wish to actively assist residents to reduce the harm associated with chaotic and destructive drug use both on themselves and others

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How we work

▸ Individual key work for each client
▸ Up to date and regularly reviewed Support plans and Risk assessments
▸ Support plans client focused and client led
▸ Informal approaches v's formal approach
▸ Holistic approach
▸ Joint working with other agencies
▸ User involvement consultation on the ground

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Dilemmas

▸ Visitors
▸ Activities to fund habit (eg Begging, burglary and sex working)
▸ Source of money for personal service charges
▸ How to keep everyone happy
▸ Bullying and intimidation
▸ Slow rate of change- hard to know where to begin

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Challenges- the practical side

‣ Staffing issues
‣ Poly- drug use services/joint working
‣ Funding
‣ Community responsibility
‣ Avoiding eviction

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Solutions

‣ Staffing issues
  ‣ Competency based framework
  ‣ Training and development
  ‣ Terms and conditions
  ‣ Creative approaches to recruitment

‣ Poly- drug use services/joint working
  ‣ Pilot schemes/ setting up protocols
  ‣ Putting problems on the agenda

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Solutions Cont..

‣ Funding
 ‣ Making the case of the cost of not providing this service
 ‣ Looking for alternative funding sources

‣ Community responsibility
 ‣ Have to be involved in local strategies and initiatives
 ‣ Attend Local forums

‣ How to avoid eviction
 ‣ Flexible solutions for dealing with difficult behaviour

Taking it forward

‣ Our views

‣ Need for service

‣ Not be afraid of drugs

‣ Build from today

‣ Let's all do it