



Attendees: Paula Green (Riverside), Colette Rogers (Phoenix Futures), Chris Kellaway (Salvation Army), Peter McManus (Salvation Army), Richard Prosser (Crisis), Paula Atherton (LCVS), Deb Bowen (Homeless Link), Margaret O’Grady (NWPC), Sally Rowlands (NueroTriage), Lyndsey Shields (Knowsley Housing Options), Teresa Hargreaves (Riverside), Orina Hall (Riverside), Robbie Annesley (New Start Homes), Rebecca Good (Riverside), Darren Stockton (Waves of Hope), Nicola Fitzsimmons (Crisis)

Best Hopes for the session

- Take information and learning back to organisation
- Find out what the main issues are for everyone else and identify commonality – what else can we do?
- Involve more people with lived experience in services and eradicate homelessness
- Support for people with brain injury – develop links to homeless sector as lots of people are affected.
- Find out more about how services interlink and develop more partnership working
- Take away something positive and learn something new
- Interested in supporting frontline workers – would like to hear what others think and getting voice out
- To bring an end to homelessness

Discussion: What challenges are to ending homelessness in the City Region?

Key Challenges

Building on emergency support and ‘relief’ style services

Possible responses

- Build on summer only Rest Centre model for street drinkers?
- Improvement of the Mainstay application form so services have better referrals to work from:
 - More consistency across those filling out
 - More detailed information to reduce need to ‘retell’ stories
 - More options for completion at central locations?
 - Expand to include more services such as the CCG or Drug & Alcohol services

ACTION: More training or ‘spot checks’ on Mainstay apps to improve quality?

- Greater link up between Mainstay and Property Pool
- Flag arrears issues sooner on Property Pool so these can be addressed at the earliest possible point

See notes below on challenges with Mainstay and



Property Pool

Response to street activity and public engagement with solutions to end homelessness

- Better public education programmes
- Improved information for people sleeping rough

ACTION: add info on your service to [Street Support website](#)

Interaction with prisons and the criminal justice system / interaction with health services

- Re-direct funds (via an Alternative Giving scheme?) so people have a way to support themselves other than begging

Looking after staff

- Shelter have the CRC (probation) contract while Crisis have a programme for helping on arrears. Can these be linked up?

Expectations on services in a post-Supporting People world with fewer resources

- Clinical supervision
- Waves of Hope Workforce Development programme

Provision of support for “low need” clients

- Clearer pathways and frameworks for those already involved and those accessing services would be good place to start with this

Response to people with No Resource to Public Funds – especially EU migrants (making up ~40% of people supported by Crisis Skylight)

Gender specific services which women can feel safe in – numbers seem to be increasing but large night shelters such as Labre House not suited to their needs

Feedback on Mainstay system:

Q: Is the Mainstay system effective?

A: YES! Challenges are with completion, not with the design or purpose directly.

- 6000 assessments being completed for organisations with limited time to assess, hence patchy completion which makes it harder for organisations such as the Salvation Army picking up on them.



- The Homelessness Reduction Act will change lots of the duties and potentially shake up the broader network in which Mainstay sits.
- Issues are with detail being provided by some completing, which may be improved by:
 - More training for those completing them
 - More time and resource
 - Focus on capturing complex needs often missed at present
 - Involvement of broader set of orgs (such as statutory agencies) submitting info to improve depth of info on each individual
 - Encouragement for people to continue adding 'events' as more support is provided, and to check this as it provides excellent information.
- Putting clients in more control of the information could help with empowerment as well as sharing of information
- Use of abbreviations can cause problems as not understood by all organisations.
- Need to bear in mind people's ability to sit and complete the form. People with head injuries, physical impairments, mental health issues, etc. may struggle to divulge all of the necessary information. As a result not all info is always collected.

LCVS: Partnership working in Liverpool City

LCVS are the voluntary sector infrastructure organisation for Liverpool, providing capacity build, trustee training, accounts support amongst other services and sitting on various networking boards across City.

LCVS are also involved in the WWON Welfare and Wellbeing Network, and around 18 months ago began discussions with Waves of Hope around multiple and complex needs. It was clear there were still lots of organisations not involved in the Fulfilling Lives programme or having a voice, so tied into the Education & Practice Sub Group at Waves LCVS set up a Community of Practice to engage a broader set of people.

- The LCVS CoP focuses on involving commissioners, councillors and manager's of services. It was noticed however that some conversation were not flowing and frontline workers or those with lived experience were finding it hard to speak up, so separate groups were established. These now sit alongside each other to draw on the expertise of all involved.
- Particularly notable conclusions drawn so far include those around early intervention with families and children, empowering workforce to flexibly meet clients needs as well as feel supported themselves, meaningful service user involvement and need to move away from 'traditional definitions of success' and linear pathways for complex clients, those with high need or who may require more ongoing support.

All are welcome to get involved in this work – both the CoP and Frontline group have the same agenda and people can come along to both or either. Please contact Paula at paula.atherton@lcv.org.uk if you'd like to participate.



Discussion: Partnership working in the Liverpool City Region

Attendees ranked partnership working in the region as around 4 or 5/10; so definitely room for improvement! General points:

- There is more partnership work in Liverpool than other areas i.e. Knowsley or Wirral.
- Some organisations work together more than others, some professionals caught in day to day work and miss opportunity to notice some partnership work.
- Some organisations in competition for funding which affects partnership work.
- Sometimes partnership work not recognised when people are working together well, strategically and on the ground work well but sometimes middle management miss this.

There are some opportunities for frontline workers to build partnerships with each other – such as this CoP or the LCVS work – but more opportunities to know who is who would be beneficial.

Action: Share a comprehensive email list with attendees for ongoing contact (see attached)

<p>What partnership work is already going on?</p> <p><u>Ground level relationships</u></p> <ul style="list-style-type: none"> - FL worker to FL worker - Local GP arrangements (additional funding targeted work) - Mainstay <p>Built on trust, personalities and experience</p> <p><u>Formal partnerships</u></p> <ul style="list-style-type: none"> - CVS' - Multiple & Complex Needs CoP - DWP homelessness forum - Armistead Addaction - Anti Poverty Group (Council/Police/Vol Sec) - Liferooms/Rotunda 	<p>What is the role for this CoP?</p> <p>“Be the change you want to see in the world”</p> <ul style="list-style-type: none"> - Share info / education of FL and management; recommend good practice; highlight wider factors impacting on homelessness - Connect: ‘the missing link’ / create space for peer support - Identify key stakeholders - Influence commissioners so they understand work going on and pressures for frontline / enable voice of FL and lived experience to be heard
<p>What are the gaps?</p> <ul style="list-style-type: none"> - Health provision (especially for rough sleepers). Could we tap into Vanguard model? - Property Pool: changing goalposts - Memo of Understanding across sector and with stat services? (LCVS model) - Recognising soft outcomes and complexity of need 	<p>Key Points</p> <p>Need flexibility to develop local partnerships, both structured and ad hoc</p> <p>Not stick too rigidly to strict commissioning frameworks but understand wider work and think about new ways of commissioning e.g. Alliance models</p>

Liverpool City Region Community of Practice

Topic – Partnership Working in the City Region

12th March 2018, Liverpool CVS



Next Steps

The suggested topic for the next session(s) was Mainstay and Property Pool, building on the initial discussions recorded above.

This will take place in early **June**, with more details to follow closer to the time.