

St Mungo's Broadway Outreach Service, Hounslow

ANNUAL REPORT  
2015-16

	from	to
Period covered:	01/04/2015	31/03/2016
Date of completion:	Apr-16	

1. Overview	
1.1 No. of new referrals received in year	387
1.2 No. of new referrals already known to SMB	31
1.3 No. of new referrals verified rough sleeping	133
1.4 No. of new referrals engaging with services	68
1.5 No. of new referrals accommodated	25
1.6 No of new referrals not located	187
1.7 No. of duplicate referrals	29
1.8 % of new referrals off the streets within 3 da	42%
1.9 Total no. caseworked RS in year (all)	379
1.10 No. caseworked RS in year with needs assessment and support plan	278
1.11 No. caseworked RS who exited service in year	69

2. Profile of clients currently on caseload		%
2.1 No. of clients NRPF	130	34%

2.2 Gender	Male	339	89%
	Female	40	11%

2.3 Age of clients	Under 18	0	0%
	18-24	18	5%
	25-34	87	23%
	35-44	131	35%
	45-54	90	24%
	55-64	39	10%
	65 and over	14	4%

2.4 Vulnerabilities	Mental health	125	33%
	Physical health - TB	2	1%
	Physical health - other	133	35%
	Drug misuse	106	28%
	Alcohol misuse	185	49%
	Offender	78	21%
	Learning diffi./dis.	16	4%
	Domestic violence	2	1%

3. Economic wellbeing

3.1 NRPF clients who commenced reconnection or regularisation process within 6 months of verification	<i>no.</i> <i>%</i>	
	<b>3</b>	<b>2%</b>

4. Enjoying and achieving
4.1 Details on pathways established with local support services to increase engagement in meaningful activities (e.g. training, employment, volunteering, social groups, leisure):
<p>The team attend a fortnightly MDT meeting at i-Hear and their Polish Outreach worker joins our team on shift every week. We run a joint monthly drop in with the SIS team from iHear. Staff have attended training at iHear and regularly support clients to access their services.</p> <p>We attend the Saturday Drop in at the Olive Branch (Trinity Church) on a monthly basis.</p> <p>Weekly drop in sessions are run by the Outreach Team at Project 10 and the Civic Centre - these are open to all potential clients and can be used as an opportunity to discuss ETE as well as housing support and access to primary health care services.</p> <p>We work with Groundswell who use peers to support clients to health appointments. They are currently working out of Project 10 and we are in discussions with them to run in reach workshops on health topics such as nutritional eating, dental hygiene, foot care etc.</p> <p>We have made links with the EACH Floating Support Service and Hestia's Peer Mentoring Service and the CMHRC and will refer people as appropriate.</p> <p>This year the nurse, supported by other team membersm, has delivered 6 workshops addressing the health needs of rough sleepers and aimed to increase awareness of our service and referral pathways.</p> <p>Relationships have been established with The Upper Room in Acton who support clients to complete their CV's, offer interview support and help with job searches. Partnership working has also been established with a number of employment agencies in Hounslow; Direct Staff, Staff Line, Premier Work and Staffing Match. These agencies work with us to match clients to potential job opportunities.</p> <p>We have a volunteer delivering weekly English classes for our clients.</p> <p>Clients are supported to attend the Outreach Office to practice for the CSCS test. They are also referred to St Mungos employment team.</p>

4.2 Clients who received a needs assessment and a support plan which includes access to and maintenance of meaningful activities	<i>no.</i> <i>%</i>	
	<b>226</b>	<b>81%</b>

4.3 Clients who are supported to:	<i>no.</i> <i>%</i>	
	<i>Participate in training and/or education</i>	<b>8</b> <b>4%</b>
	<i>Participate in cultural, leisure and/or faith activities</i>	<b>12</b> <b>5%</b>
	<i>Participate in work (paid or unpaid)</i>	<b>14</b> <b>6%</b>
	<i>Establish contact with external groups, friends or family</i>	<b>6</b> <b>3%</b>

5. Being healthy		
5.1 Case-managed clients with identified health needs	no. %	
	249	66%

5.2 Case-managed clients offered registration with a GP (if not already registered locally)	<i>no.</i> <i>%</i>	
	<b>227</b>	

5.3 Case-managed clients who have engaged with GPs to receive treatment	<i>no.</i> <i>%</i>	
	<b>39</b>	<b>10%</b>

5.4 Case-managed clients with identified health needs who have been supported to engage with relevant services, and those who are actively engaging	Supported to engage		Actively engaging	
	<i>no.</i>	<i>%</i>	<i>no.</i>	<i>%</i>
	<b>174</b>		<b>62</b>	<b>36%</b>
<i>Drug misuse</i>				

Alcohol misuse	220		121	55%
TB	2		2	100%
Foot clinic	0		0	N/A
Wound care	2		1	50%
Diabetes care	0		0	N/A
Mental health - diagnosed	122		26	21%
Mental health - undiagnosed	194		57	29%
Chronic long term condition	6		5	83%
Dental	4		1	25%
Other:	10		10	100%

5.5 Outreach sessions in 2015/16 by nurse to profesionales and stakeholders to raise awareness of homeless health and to promote service	no.
	8

6. Staying safe and service exits		
6.1 Outcomes of case-managed clients who have exited the service in 2015/16:	no.	%
Entry to supported accommodation	4	1%
Entry to PRS accommodation (via Council deposit)	2	1%
Entry to accommodation via Clearing House	6	2%
Entry to PRS (via SMB)	12	3%
Local authority housing duty accepted	2	1%
Local authority adult social care duty	0	0%
Local authority temporary accommodation	5	1%
Reconnection: other borough	1	0%
Reconnection: other country	12	3%
Reconnected with friends and/or family	6	2%
Hospital admission	0	0%
Imprisonment	2	1%
Continuing to sleep rough in other borough	4	1%
Death	1	0%
Lost contact / missing	5	1%
Treatment Centre	7	2%

6.2 Percentage of case-managed clients who have exited the service who were invited/completed an end of service survey	Invited		Completed	
	no.	%	no.	%
	0	N/A	0	N/A

6.3 No. of former case-managed clients who have received training/support to become service volunteers	no.
	3

6.4 Evidence that clients' views have been taken into account to develop the service
A number of clients identified that their English language skills were holding them back when it came to entering ETE. The team took this on board and sourced a volunteer who is now conducting weekly English classes that are aimed at improving individuals reading and writing skills.
One of the outreach workers identified that there were a number of English clients with a lack of phone access. They

One of the outreach workers identified that there were a number of polish clients with alcohol misuse issues. They discussed this with them as a group and agreed that a Polish AA group would be beneficial. This was set up in April 2015 and has run successfully throughout the year. It is well attended by both rough sleepers and non-rough sleepers and goes some way towards bridging the gap between the homeless and the rest of the Polish community as well as addressing their alcohol dependency issues.

A number of clients expressed an interest in completing the Construction Skills certification Scheme. The necessary funding for this was sourced and the team ran revision sessions in the outreach office. 2 clients successfully passed their test. A new cohort of students is currently being sourced.

The team actively advocated for the winter night shelter to remain open beyond the end of March 2016, after clients who were actively engaging said that they would benefit from the stability it was providing them whilst they were supported by the team to access other services. The staff wrote a formal letter to those running the shelter requesting an extension of its opening period. This was successful and the shelter has remained open. They will be looking to close in May, although the team are still in negotiations with them around this.

6.5 Present examples of cases that best demonstrate achievement in 'distance travelled' by clients

Please see case studies in Qualitative report.

7. Safeguarding	
7.1 No. of safeguarding cases identified by service	<i>no.</i>
<i>Substantiated</i>	1
<i>Unsubstantiated</i>	1
<i>Inconclusive</i>	1

7.2 No. of action plans implemented	226
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7.3 No. of serious untoward incidents reported	0
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7.4 Follow up actions	
None	

8. Complaints
8.1 Details of any complaints about the service, and relevant actions
None

9. Compliments
9.1 Details of any compliments about the service
Throughout the year the team have received messages of thanks from clients who they have supported off of the streets. Their commitment to the service has been complimented by other local providers who have noted their dedication. However, there has not been any formal recording of these compliments. This is something that will be set up going forwards.

10. Contract meetings
10.1 Details of any recommendations for discussion points at contract meeting
Recruitment of a new nurse - this is now underway as the post will be vacant from April 22nd 2016.