



Mixed Accommodation Staff Handbook

***WORKING TOGETHER TO HELP YOU ACHIEVE LASTING RECOVERY
AND INDEPENDENCE***

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Service Overview

The Mixed Pathway is a partnership of Second Step, Places for People, Riverside and St Mungo's. This service takes men, women or couples aged over 22.

The aim of this book to provide staff with an overview of the mixed accommodation pathway, giving details of what types accommodation is offered to clients, where accommodation is across Bristol and how clients are supported whilst on the pathway

Mixed Pathway Service Directory

Support Level	Providers	Service	Units
<p>Level 1</p> <p>These services are staffed 24 hours, offer a high level of support and have vacancies more often. There 10 units at Tollhouse Court are specifically for clients with mental health needs who are being discharged from hospital.</p>	Riverside, Second Step, St Mungo's	Jamaica Street, Toll House Court, Longhill's	93
<p>Level 2</p> <p>These services are mainly for move-on from Level 1 Services. They are not staffed 24 hours but offer a high level of on-site support.</p>	Second Step, St Mungo's	Toll House Court, Hillside, Kensington House	26
<p>Level 3</p> <p>These services offer a medium level of visiting support with no staff on site. There are 4 schemes (2 shared houses and 2 schemes of flats).</p>	Second Step	Properties in Easton, Redland, Lawrence Weston and Hotwells.	21
<p>Level 4</p> <p>These services are in dispersed accommodation offering a low level of visiting support.</p>	Places For People	Dispersed properties across Bristol.	93

Move on Statement

Clients will be supported from day one to help them to move through the Pathway, to receive the right level of support and move on in a planned and sustainable way, as quickly as possible.

To support move-on Pathway Partners will

- Ensure move on transitions are carried out efficiently with minimal barriers
- Provide a flexible process which identifies and meets the needs of the client, creating a positive experience for the individual
- Link clients with local agencies which can support move-ons out of the homeless pathways
- Support partner agencies with move-ons by providing consistent and clear information utilising the HSR system

Suitable candidates for moving on, or out of the pathway will be identified at OMG. The referring partner will ensure that:

- The HSR system is up to date prior to nominations.
- OMG on any delays to move-ons, indicating any delays which will adversely effect voids times
- Move in to accommodation are planned with OMG.

Referral Process

1. Client move-on is agreed by accommodation provider or client notifies current accommodation provider of intention to move-on.
2. Current accommodation provider updates HSR prior to move indicating move-on date and address
3. Handover; start **2 week** handover process between current accommodation provider and recipient accommodation provider. Ensure that any tenancy termination / license agreement paperwork is completed and forward to partners prior to move out.
 - a. Week 1;
 - Face to face meeting between client and recipient accommodation provider
 - Assessment of on-going client needs
 - Date and time of move agreed
 - b. Week 2;
 - Second face to face client and support worker meeting
 - Complete accommodation sign up paper work
 - Pack belongings
 - c. Day before move:
 - Book taxi or person with van
 - d. Day of move
 - Clear, clean and refurnish room
 - Book / complete electric check (**this can only be carried out when the room is vacant**)
 - Create welcome pack for next client

Jamaica Street Hostel – Level 1 High Support Mixed Hostel



Address:

1 Jamaica Street, Kingsdown, Bristol BS2 8JP

Contact: 0117 9246415



Accommodation Overview

Jamaica Street Hostel is staffed 24 hours a day, seven days per week, including weekends and bank holidays. The Hostel is managed by Riverside Care and Support, a specialist provider of sheltered and supported housing. The hostel promotes independent living and

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delivers innovative and community based services, achieving successful outcomes for all our customers.

It is located in the city centre with excellent access to Hospital, health Centres, Shops, Bus, Train, cultural and entertainment places.

The hostel has 3 floors. There is a lift that goes to the 1st floor to be accessed by people with mobility issues. In total we have 54 rooms available, 5 of which are available for Clients with dogs, plus 2 crash pads which are opened from 5:00pm to 12:00pm. The 54 Rooms are divided as follows:

- 20 with shared washing and kitchen facilities
- 20 ensuite (including 1 couple's ensuite room)
- 14 self-contained flats with own kitchen and bathroom (including 1 room for couples)



Room

Each room contains a bed, chest of drawers, a cabinet, a sink, a mirror and a fridge all of which remain the property of Riverside Care and Support.

Arrival

On arrival clients will be allocated a room on the basis of availability. Each client will be given:

- bedding set
- pots
- pans

- one glass
- cutlery
- welcoming pack with toiletries

These are the clients to keep and you can take when you move. If, these items are damaged or go missing the client must replace them.

Laundry

Client can use washing/drying machines which are on all levels. These are free to use, the laundry room is open between 7:00 - 23:00. **Staff must make clients aware that they are responsible for their possessions and they MUST supply their own washing powder.**

Maintenance

If clients have any maintenance issues with their room they MUST report this to Staff. Staff must enter this repair on to the computer system within one working day of the issue being reported.

Room Checks

Staff carry out room checks every Wednesday, as part of the client induction process clients are reminded they must allow staff access to the rooms. Staff can ask clients to remove any items, which do not meet the health and safety standards.

Support on Offer

Prior to being offered accommodation clients sign a license and support agreement.

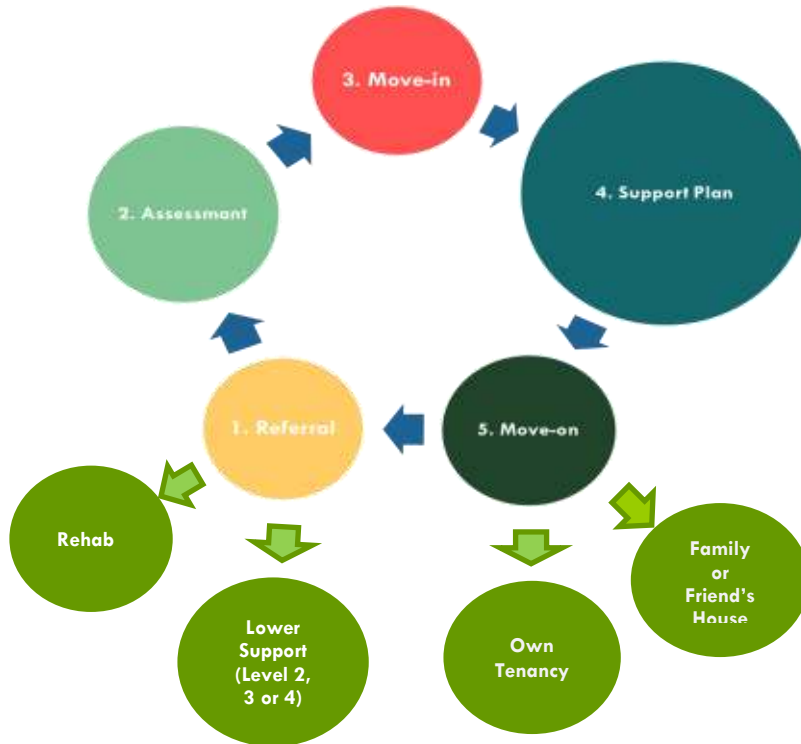
Temporary accommodation is provided for an average of 4 months client are supported to moving them on, into lower support accommodation (level 2, level 3 or level 4) in accordance with their needs - or into their own tenancy, family/friend's housing or Rehab.

At point of entry clients will be assessed by staff to get an understanding of their support needs. Riverside is responsible for providing clients with support and will work with them to:

- Agree clients support needs and prepare a Support Plan.
- Identify any goals to be achieved (within the provision of the support) and plan how to achieve these.
- Provide support or identify other agencies to support attainment of goals

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- Agree regular meetings with clients to review and revise Support Plans.
- Keep records of the meetings and provide the clients with a copy.



Riverside expectations of Clients (Customer charter)

The text below outlines how Riverside expects clients to behave whilst at Jamaica Street, this service offer also indicates what clients can expect of staff. This information is given to clients at point of entry to the pathway.

- **Clients are expected to pay the service charge every week**, this includes water, electricity and gas costs. This can be paid in cash or by direct deductions from their benefits.
- Clients must inform Riverside of their income, savings or other financial circumstances change.
- They must engage with Riverside staff once a week to identify the actions that need to be taken to achieve their goals and move on to a lower support, own tenancy or Family / friend's house.
- Staff must meet with clients every six weeks to review support plans.
- Clients will respect the staff.
- Clients will respect the accommodation. Any damage must be recorded.

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- Clients must follow the house rules, such as, avoiding anti-social-behaviour and not smoking in communal areas. Staff must record any incidences of ASB either toward staff or other client's.
- If the fire alarms sound, you and all clients must leave the building immediately.

Case Study

Restorative Approach

When James* entered St Mungo's level 2 accommodation, his issues with alcohol soon manifested themselves in antisocial and offensive behaviour towards other residents and staff. This included noise from music and TV at night, verbal abuse and threatening behaviour. James wasn't ready to stop drinking at this point in his recovery. Ordinarily these behaviours would have been addressed in a punitive way and would have resulted in his eviction and a return to a level 1 service. The overall result would have meant spending longer in the pathway.

Utilising a restorative approaches staff were able to work with James to understand the impact of his actions when intoxicated. This included providing him with the space to reflect upon his actions, examine what are the drivers behind behaviour and the consequences of his actions on other residents.

When James was sober he was genuinely remorseful and was able to express this to people he had affected, which resulted in a reduction in the severity of his behaviour. As a result of using restorative approaches James was able to move within the pathway and is now living in a self-contained flat, engaging in an alcohol support group and has signed up to an IT and a theology course.

*Name changed to protect identity.

St Mungo's Longhills Hostel – Level 1 Complex Needs



160 Whitefield Road
Speedwell
Bristol
BS5 7TZ
0117 958 9160

Longhills hostel is run by St Mungo's and is based in Fishponds close to local shops, a pharmacy and bus routes to the city centre, staff are on site 24 hours a day. The accommodation houses 26 residents, with staff on site, providing tailored support to meet client's needs.



Expectations of clients

The text below outlines how St Mungo's expects clients to behave whilst at Longhills, this service offer also indicates what clients can expect of staff. This information is given to clients at point of entry to the pathway.

1. The services offered will be responsive to client's current needs. The accommodation where clients stay will be safe, quiet, clean, well decorated and maintained, with repairs carried out promptly.
3. Clients will be given information on how the project works, how it can help them, and what is expected of them.
4. Clients will have the opportunity to have a say in how the project runs. We will listen and take note of their views.
5. Staff and volunteers will be competent, approachable, friendly and caring, and will have time to listen to clients and treat them with respect and fairness.
6. We will treat all information about them confidentially, and will give clients access to anything written about them, except third party information, and inform them who else may access it.
7. Clients will have access to a simple to use complaints procedure and procedure for appeals against warnings and evictions.
8. Clients will be offered help to prepare for moving on from Longhills and will give you up-to-date information on housing if needed.

9. Clients will be helped to develop practical skills to maintain accommodation.

Support Offer

Upon arrival at Longhills clients are allocated a keyworker who will support clients to develop a person-centred recovery plan and to assist them to make use of services, both within the house and outside.

Clients are offered access to:

- health care
- help with mental health
- alcohol and drug problems
- training and educational skills
- work skills
- help preparing for interviews

As part of clients support agreement, clients are requested to meet with keyworkers regularly, if they are unable to do so they are encouraged to talk any member of staff who will be happy to help.

Case Study

Mary* was a 46 year old woman, engaged on the homeless pathway that was using Heroin and crack, had a history of sex working, suffered domestic violence and her children had been taken into care. She was also trying to manage her depression and anxiety; a range of agencies were supporting her which included specialist agencies One25 (who engage street sex workers), Bristol Drugs Project, social services and midwifery and GP services.

During the initial assessment the client identified a number of areas they needed support on that included addiction issues, mental health support, help with applying for benefits, move-on from current accommodation and support with social care proceedings. The client also disclosed that she was 4 months pregnant and at risk of having the baby taken into care.

The case worker was able to support the client by:

- Attending initial midwife appointment and provided ongoing support by attending hospital visits when the baby was born prematurely and in intensive care
- Attending care proceedings meetings with client ensuring the client understood the process
- Continued support throughout the court case, providing supporting evidence and advocating for the client to go to mother and baby rehab placement.
- Supporting the client to manage benefits applications and advocating on their behalf when not being able to attend appointments/being sanctioned (due to hospital admissions)
- Referring client to Bristol Drugs Project and Bristol Specialist Drug and Alcohol Services for support with addiction (BSDAS). BSDAS supported the client to secure funding for her placement with mother and baby rehab centre and put in place a subutex script to manage her drug issues.

As a result of the case workers input the client was able to stop using crack and herion on top of her subutex script and reduced the number of cigarettes she smoked. She engaged with the with all support on offer and managed to keep on top of a multitude of appointments she was expected to attend (whilst heavily pregnant and without her own mode of transport).

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Independently, the client, managed mental health by using support networks in place both professionals and friends.

When the baby was born the client was awarded funding for a mother and baby rehab unit, completed the course and resettled with baby in a city where her past was not known by people/services/police. She is now living independently with drop in support and managing her addiction and mental health issues. It has been difficult for the father to visit the child due to the relocation but social services have been able to pay for visits whilst mother is in treatment.

*Name changed to protect identity

Tollhouse Court Level 1 (Hospital Discharge) and Level 2



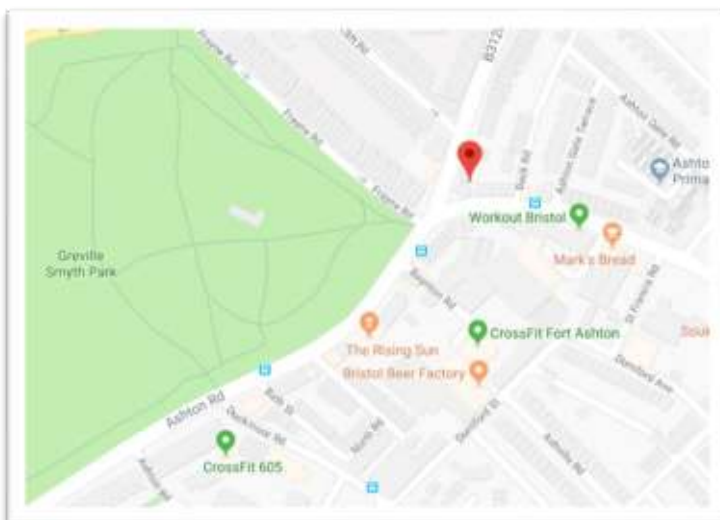
Seconds Steps Tollhouse Court supports people who experience homelessness and mental health issues. Service users can access a range of support including course run by Wellbeing College and Wellbeing Therapies teams.

Temporary accommodation is provided for at least 4 months clients are supported to move onto long-term accommodation either within the pathway or with family and friends.

Tollhouse Court is situated in Southville with access to shops, Greville Smyth Park a pharmacy, access to local shops and buses to Bristol City Centre.

The main line for Toll House is - **0117 9539732**

308-312 North Street
Southville
BS3 1JY



Accommodation Overview

There are 20 flats at Toll House Court:

- 6 one bedroom flats
- 12 bedsits
- 2 flats accessible for people with mobility issues.

There are 3 offices:

- Main office that leads into reception area
- Side office that can be used for support sessions
- Private office that can be used for meetings

There are also 3 main communal areas:

- Laundry
- Garden
- Communal Lounge (See picture below)



Room

The flats are fully furnished with the following items:

- Single bed with new mattress and bedding
- Sofa
- Table and chairs
- Storage
- Fridge
- Electric cooker
- Kettle
- Kitchen equipment.

Security

- Staff issue clients with a front door fob to enter the project and have their own front door key to enter their flat.
- There is one main entrance for tenants and visitors to the project which is manned 24hrs day by staff with an intercom to manage access.
- There is CCTV in the communal areas.
- One block has only female tenants and has a separate fob for the front door. (Please note male visitors and staff are still allowed into this block.)

Visitors

- Clients are allowed to have 1 visitor stay with them for up to 3 nights per week.

Support Offer

- At point of entry clients are assigned a Keyworker who will help them to write a goal focused Support Plan.
- A range of support is on offer which includes: managing finances, accessing support from external agencies, managing mood, identifying behavioural triggers and coping strategies.
- Second Step's staff maintain a record of the support provided to clients; clients can request copies of these notes.
- Clients are given the opportunity to feedback about services and co-produce services development through client forums and user involvement groups.
- Clients at Toll House Court can receive support from peer support workers who are ex service users and use their lived experience of recovery to support clients.

Our expectations of clients

The text below outlines how Second Step expects clients to behave whilst at Toll House Court, this service offer also indicates what clients can expect of staff. This information is given to clients at point of entry to the pathway.

- Clients will have at least one Support Session every week with their Keyworker.
- Clients will pay a weekly service charge which includes water and heating costs. This can be paid in cash or directly from benefits.
- Clients will keep their flat in a reasonable condition and pay for any damage cause by the client or their visitors.
- Clients will follow the house rules, such as, avoiding anti-social-behaviour and not smoking in communal areas.
- Clients will allow access to their flat for maintenance. Health and safety checks will also take place at least once a month.
- Clients will let staff know if they are going to stay away from the project.
- Clients will explore all options for move on with their Keyworker and are expected to accept offers of accommodation that meet client's needs.



St Mungo's Level 2 - Kensington House

Accommodation Overview

Kensington House contains 10 rooms for clients on level 2, the accommodation is staffed Monday to Friday between the hours of 9am until 5pm. The accommodation comprises of 9 single rooms with shared facilities and one self-contained flat. The single rooms are comprised of 3 ground floor rooms and 6 first floor rooms.

All accommodation is let under a Licence Agreement. The self-contained flat is set aside for couples and allows dogs. The flat is not suitable for clients with mobility issues, as it is only accessible via two flights of stairs.

Service Charge

Clients pay a weekly service charge at Kensington House which covers gas electric and maintenance costs. Staff can support clients who are struggling with payments and assist with support around budgeting.



Kensington Road
Bristol
BS5 7NB
0117 947 5258

Support on Offer

At Kensington House recovery, support and move on are the focus of this service and is delivered in a flexible, person centred approach. Staff at this service work restoratively and clients are introduced to this method of support at the initial needs assessment.

The service enables clients to maximise independent living skills by enabling them to improve their life skills through:

- cooking
- household tasks
- budgeting
- personal care

Clients are supported to access opportunities for social inclusion such as employment, education, training, and other meaningful daytime activities.

At Kensington House there is an emphasise on the importance of community. Kensington House is involved in the local Residents Association and regularly contributes to the Residents Association newsletter. Clients are encouraged to contribute to the newsletter with poems, stories, comments or whatever appropriate medium they wish to. Clients also contribute to the local good gardening awards and have been involved in winning awards from the Royal Horticultural Society.

St Mungo's Level 2 - Hillside Street

Hillside Street is a level 2, 6 bed accommodation unit, it is staffed Monday to Friday between the hours of 9am until 5pm. The accommodation comprises of 5 single rooms with shared facilities and one self-contained flat.

All rooms are let under Licence Agreements. The flat is set aside for couples and allow dogs. The flat has disabled access BUT referring staff should note that Hillside Street is halfway up a steep hill in Totterdown and may not be suitable for some clients with mobility issues.

Service Charge

Clients are charged a weekly service charge which is paid weekly and covers gas, electric and maintenance costs. Staff can support clients who are struggling with payments and assist with support around budgeting.



1 Hillside Street
Totterdown
Bristol
BS4 3AU
0117 972 3360

Support Offer

At Hillside recovery, support and move on are the focus of this service and is delivered in a flexible, person centred approach. Staff at this service work restoratively and clients are introduced to this method of support at the initial needs assessment.

The service enables clients to maximise independent living skills by enabling them to improve their life skills through:

- cooking
- household tasks
- budgeting
- personal care

Clients are supported to access opportunities for social inclusion such as employment, education, training, and other meaningful daytime activities.

Second Step Level 3 Supported Housing

Second Steps level 3 supported accommodation provides increased levels of independence with no staff on site and support being offered from support workers who visit clients in accordance with support plans.

Accommodation

Overview



Supported Housing provides shared and self-contained accommodation across Bristol in:

- Redland
- Easton
- Hotwells
- Lawrence Weston

In the self-contained units each client has their own:

- Bedroom (single bed with bedding, wardrobe, storage)
- Kitchen (fridge, kettle, cooker, washing machine)
- Bathroom
- Table and chairs
- Sofa

In the shared accommodation clients have their own bedroom (furnished with storage, bed, bedding, wardrobe) but all facilities are shared with other tenants. This includes:

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- Shared Kitchen (cooker, kettle, microwave, washing machine, tumble dryer)
- Shared bathroom
- Communal lounge
- Communal garden
- Free service 24 phone. Tenants can use this free phone to call the Police, Samaritans, Second Step, or for repairs.

There are two units of accommodation that are suitable for people with dogs, and a small number of properties with disabled access.

CCTV is situated in the communal hallways and entrances.

Service Charge

Clients pay a contribution towards the accommodation service charges, levels depend upon property type. Clients are responsible for paying their own utility bills which is on top of rent.

Support Offer

There is a range of support services offered to clients:

- **Financial:** advice on benefits, budgeting, paying bills, debt management.
- **Obtaining work:** supporting clients to find out about training, and job opportunities.
- **Household skills:** ensuring clients know how to use the equipment in their accommodation and are confident in cooking, cleaning, washing up.
- **Health and hygiene:** providing support around drug use, alcohol, smoking; understanding healthy eating, mental health, using medication, safety in the home and the environment (personal security).
- **Social skills:** (through our Wellbeing College) access to leisure activities, anger management, making choices, assertiveness, dealing with conflicts and arguments, effective communication, making friends, forming relationships, living with other people.

- **Getting independent advice:** sign posting clients to specialist advice, advocates external to Second Steps support offer.
- **Access specialist counselling or therapy:** trauma, bereavement, family difficulties etc.

Second Step will provide clients with a support worker who will:

- Meet with clients every week for support sessions.
- Support clients to identify the goals they want to work on for the next few months and start planning the steps to take to achieve this.
- Work within in a client centred, empathic and structured approach which gives clients the freedom to explore solutions that will feel right for them, supporting clients to accept responsibility for these decisions.
- Support people to maximise their independence and minimise their dependence on others.
- Support clients to increase their knowledge, skills and confidence so that in the future they are able to make decisions or do things without support. This will be done at a pace agreed by the client.
- Give clients copy of their Personal Recovery Development Plan (PRDP).
- Review Personal Recovery Development Plan with clients.

Expectations of Clients

The text below outlines how Second Step expects clients to behave whilst at their properties; this service offer also indicates what clients can expect of staff. This information is given to clients at point of entry to the pathway.

- Clients sign a support agreement agreeing to engage the support provided.
- Clients meet with their support worker once a week. If they are unable to attend they need to inform the support worker so an alternative time can be arranged.
- If a situation arises where a client continuously does not engage in support, a meeting will be held to discuss the causes. Staff will try to resolve any issues clients may be experiencing.

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- If clients are not happy with their support worker, Second Step may arrange to change their worker if a valid reason is provided - e.g. incompatibility or need for specific support not available from that worker.

If clients are not happy with Second Steps services:

- Second Step will listen to the complaint/s and take them seriously.
- Clients will receive a leaflet explaining our complaints procedure.
- An advocate or adviser can be provided to support clients.

Places for People Living Plus – Level 4 Low support service

Places for People is a low level support service providing tenancy support and promoting independent living, striving to achieve positive outcomes for people who are in temporary accommodation.

Some properties are owned by other housing associations such as Sovereign housing, Guinness Trust and Solon housing; Places for People provide the floating support across accommodation.

Accommodation is based across Bristol in following areas:

- Fishponds
- Southville
- Easton
- Totterdown
- Clifton
- St.George
- Montpelier
- Hotwells
- Brislington
- Barton hill
- Speedwell
- Highridge

Accommodation Offer

Places for People properties are all self-contained 1 bed flats each property is decorated, furnished and contains, curtains, a single bed, cooker, fridge, access to communal laundry facilities and some properties have gardens which, is suitable for dog owners

Service Charge and Rent

Clients pay a service charge which covers some bills but does not include council tax, but if clients are on benefits they can be exempt from paying.

At point of allocation rental information will be given to clients some properties require a weeks rent upfront but this will be discussed during the allocation process.

We encourage our customers to report any repairs by contacting Places for Peoples 24hour customer service centre.

Tel: 01772 667 003

Tel: 0845 850 9572

Places for People have some standalone properties across the city which are all self-contained flats and studio flats, there is also one shared property in Cotham



Support Overview

The Support staff can arrange to meet customers weekly or fortnightly according to their needs in the community, in their accommodation or at the Places for People office on Victoria Street. Support workers develop a support plan that:

- Identifies client support needs, looking at achievable goals and creating an action plan to achieve these.
- Offers clients fortnightly Support to enable them to achieve their goals identified on the Support Plan or by identifying and liaising with other agencies who can offer the support clients require.
- Agree regular meetings with clients to review and revise their Support Plan.
- Keep records of the meetings which clients are required to sign, confirming that they agree with the written record.

Expectations of Clients

The text below outlines how Places for People expects clients to behave whilst in there properties, this service offer also indicates what clients can expect of staff. This information is given to clients at point of entry to the pathway.

- Clients must ensure that service charges (covering water and heating etc) are paid every week. These can be paid by Direct Debit from your Bank Account. We offer support to set this up if required.
- Clients must inform us if there are any changes to their Benefit / Income or Savings.
- Clients are responsible for notifying Place for People of changes to benefits or if they stop or are suspended.
- Clients must actively engage with staff at least once a fortnight in order to identify any ongoing support needs or actions to be taken.
- Clients are expected to show respect to staff and other tenants at all times.
- Clients must also respect the accommodation and leave communal areas clean and tidy after use.
- Clients will be expected to follow the rules of their Licence Agreement which includes avoiding Anti-social Behaviour and being responsible for their visitors.

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- There is no Smoking in any of the Communal areas.
- If the fire alarm sounds, clients must leave the building immediately.
- It is a requirement that clients engage with the move on process by either bidding on Homechoice every week or actively looking at privately rented properties. Clients Tenancy Support Worker is able to offer support with this.

Education Training and Activities

Places for People offer clients a number of activities and opportunities that take place each month through the Customer Development Team. Clients will receive monthly updates via email and post on the type of activities available and must let their Tenancy Support Workers know if they are interested in attending. It is expected that clients will attend several of these throughout their stay with Place for People.

Customer Development



Places for People provide a varied curriculum of group work and one to one opportunities for all customers. The Places for People customer development officer organises and runs all of the activities as well as working in partnership with external agencies, these activities include:

- British Red Cross
- Hamilton House
- City of Bristol college
- Woman kind
- St Mungos
- M-shed
- Talking Money
- WEA

The customer development officer will support clients to increase their confidence, knowledge and skills to manage their tenancies to effectively move on from the service into their own permanent property.

Place for People also provide holistic / wellbeing activities to increase clients motivation and improve health. Customers are able to select and attend activities that appeal to them and are encouraged to influence future activities.

As well as preparing our customers for moving accommodation, support is provided focusing on training, education and volunteering. Below is a list of some of the activities available

- Women's Morning
- Arts and Crafts
- Rock Climbing
- Kayaking
- Games Night
- First Aid Skills
- Mood and Food
- Men's Monthly
- Best you can Be
- Universal Credit
- Book Club
- Employment Workshops
- Volunteering
- Mood and Food
- Tenancy Workshops
- Day Trips
- Ten Pin Bowling
- Energy Efficiency
- Aromatherapy
- Mindfulness
- Pampering
- New Year, New You
- Driving Theory Test Club
- Drop In
- CV Writing
- Henna body art
- ESOL
- Museum trip
- 1 to 1 drop-in

Reward scheme

Places for People have launched the Customer Passport this was created to give customers something to aim towards as well as encouraging group attendance.

Customers have the opportunity to earn rewards for sessions attended. Once clients have collected 10 stamps clients have earned £50 towards a reward of their choice (agreed with a support worker beforehand)



Move On out of the mixed accommodation pathway

When clients enter the pathway the support staff will assess their needs and develop action plans designed to help clients move on and out of the pathway

There is a range of move opportunities available these include:

- Access to Social housing via
 - Priority Move on Scheme (P-MOS) – available to level 3 and 4 clients only, support workers are able to discuss this further with clients.
 - HomeChoice - HomeChoice Bristol is a partnership between Bristol City Council and other housing associations in the city. Clients support workers can provide advice for applying for this service
- Private Rental Sector – supporting clients to engage with Bristol City Council’s specialist rental team.
- Re-engaging with family – staff will work with clients to explore the option of reconnecting with family / friends, to re-build relationships, encouraging clients to keep in touch via phone or internet.
- Specialist substance misuse services accommodation – for clients who have drug and alcohol needs, support staff will work with clients to engage local agencies to find appropriate accommodation.
- Moves out of area - for people who wish to make a fresh start, or who have friends or family they wish to be nearer to, the pathway will work with local authorities and national agencies to support this move.