

Appendix 2 - Key Data from Partnership Work between Touchstone
MAP+ and Leeds Council Private Rental Team in Holbeck

September 2017 to July 2018

Number of referrals from property team to MAP+ 94

Average Time until client seen by Nick Lalvani 1 week

Number of referrals made on to partner organisations 49

Out of our last 82 referrals exactly half (41) were migrants to the UK
within the last five years

Detailed breakdown

Referrals to Housing Support	6	The most common issue is overcrowding. There are also concerns expressed about landlords not completing work requested by safety inspectors e.g. no fire door to kitchen or damp on walls.
Referral to benefit Support	4	Tax credits questions, followed by ESA and pension information.
Referrals for Debt Management	3	All 3 clients had complex debt problems. 2 were supported by Christians Against Poverty and 1 by Leeds Money Buddies.
Referrals for Physical Health Support	10	Mobility issues are the most common with people asking how they apply for a free bus pass or blue badge or how they apply for a grant to make home adjustments for disabilities.
Referrals for Mental Health Support	12	Substance abuse has been the most common issue. This has been the category with the least success in supporting people. People either don't want to make an appointment to see us or disclose they are having difficulties with drugs but don't want any support or don't want to engage in a community activity. When asked 'what would help you most' the most common response is 'more money'.

Assistance Attending Appointments	3	3 people have been supported to attend appointments due to feeling nervous about interacting with health professionals and understanding what the information provided to them e.g. explanation of their condition, medications or health advice.
Clients Seen on More than Five Occasions	6	Often clients with multiple unmet needs or needs that will be ongoing e.g. chronic health problems, social isolation.
Referrals for Domestic Violence Support	1	One women was moved only a couple of miles from her abuser who found where she lived and so I joint strategy was needed to help her stay safe and find alternative accommodation.
Referrals for Employment Support	31	By far the most frequent referral. We now have employment support officers dedicated to Holbeck based at the Holbeck Hub. Since the Hub Opened at the end of May, around 20 clients have visited our employment officers. Many ask for help with CV as well as help on job search strategy and how to match their skills and experience to employment areas.
Referrals for Service Information	2	General requests about which services exist in Leeds and how to access them.
Referrals for Social Isolation	12	Clients who are either new to an area or do not know what is on in an area. Some of these clients have attended our community drop-in or groups provided by Holbeck Elderly Aid.
Miscellaneous (ASB, waste management)	4	

Challenges Going Forward

It is difficult to capture in words the psychological dynamic of the initial engagement when someone is referred but what I am picking up is that many clients have been the situation in which we find them for a long period of time e.g. jobless, suffering from social solation or struggling with debt and/or substance misuse. People are not used to services coming to them. Many are not entirely convinced of the offer of 'support', as if they are suspicious of another motive. Many have given up engaging with statutory and third sector services. Some seem highly embarrassed. Embarrassment-suspicion-social anxiety often exists as a triad. It is these cases that from our outcomes log are recorded as 'unsuccessful engagement'. We have attempted to be inclusive by putting no engagement criteria on interactions and often agreeing to visit people at home.

With these clients we have tried to a 'soft-approach' based on friendliness, no-time limits on the interaction, asking clients what they want help with. There are a cohort of people from my street engagement in Holbeck that it is evident that a significant portion of life is taken up by drug taking and its antecedents and outcomes. Finding a way to address drug use that isn't judgemental or patronising is a difficult task. Some clients I've seen are happy to describe their poly-drug use without regret/shame or the sense that things could be different or better – from discussion with Forward Leeds people in this 'frame of mind' do not tend to take the offer of engagement.

Housing issues with immigrant families and people who've been in Holbeck longer appear to be different. More recently migrated people have queries about moving to bigger properties and we have a few migrant families struggling to cope with more people than bedrooms in the home. With longer-term residents the weight of issue is on apathy regarding housing safety and standard or landlords who are slow at making necessary repairs. The picture we are seeing in Holbeck is not currently supporting the notion that recent migrants have worse housing circumstances than longer settled residents. In fact we are finding that the migrants we work with are more-often-than-not motivated to improve their circumstances and apathy seems more common in longer settled residents. What migrants are asking for help with is understanding the different avenues to find housing e.g. the Leeds Homes bidding scheme for council housing.

The Inner South Private Rental Team (PRT) have been extremely pro-active at ensuring properties in Holbeck make the minimum safety requirements for private rented accommodation. This has meant a lot of work with a cohort of what is fairly described at Rogue Landlords. There has been the odd occasion where a landlord may have been taking advantage of a recent migrant with poor English skills and in such cases the PRT and I have worked together to advocate on behalf of the tenant.

Since the official opening of the Holbeck Hub on the May 26th we have had an average of about 10 visitors a week. For these clients it has been very easy to do joint work with being in the same location. The Holbeck Hub has speeded up our joint working and strengthened the relationships between Touchstone, Council PRT and our other partners.

We did a drop of 1000 flyers to all homes in Holbeck on May 26th and tried to encourage the community to see it as 'their Hub'. There is still a way to go in this regard. We hope the footfall at the Hub will increase slightly as word-of-mouth spreads.

We now have PRT, neighbourhood cleansing team, CBT therapist, PCSOs and Touchstone MAP+ all having a presence in the Hub. It's a new model of service delivery and I feel we can show evidence that it is achieving much of what we had hoped.

Data from Holbeck Hub

The Hub opened officially on 26th June 2018. Over 900 flyers with distributed on opening with a team of 11 staff talking to residents about the services delivered from the Hub. The official opening day was the busiest with 13 appointments. We had a steady inflow of clients for the first month but then a slow down once schools have ended for the summer holidays.

Detailed breakdown

Referrals to Housing Support	24	Main issue has been overcrowding. Next has been requests for repairs then support with making adaptations for disability and lastly wanting to move out of area because of concerns about Holbeck
Referral to benefit Support	13	Spread across housing benefit and council tax queries, tax credits, pensions and child benefit.
Referral for Employment Support	12	Support with searching for work but also requests for help with CVs.
Referrals for Debt Management	2	Referrals to money buddies
Referrals for Physical Health Support	3	Help with communicating with health providers and understanding communication sent out.
Referrals for Mental Health Support	0	
Referrals for Domestic Violence Support	1	1 serious case needing cross-services cooperation
Referrals for Service Information	5	Information about home repairs, waste management, children's services
Referrals for Social Isolation	1	Referred to local community groups
Miscellaneous (ASB, waste management)	7	1 ASB, 2 Dog Fouling, 1 Pest control, 1 waste management, 1 free school meals, 1 parking

As can be seen the types of referrals from outside the Hub are differing from the queries from our engagements and property inspection outside the Hub.