

# Rapid Assessment and Resettlement Hub – operating model

## Overview

The Rapid Assessment and Resettlement Hub is proposed at John Wilkes House, 79 High Street Enfield EN3 4EN. The model will enable the Council to meet its statutory duties. Mirroring the successful model of the Somewhere Safe to Stay Hub, for single homeless men with low support needs, the Hub will have a 24-hour staffing presence which will provide additional surveillance in the local area. Working in collaboration with various services such as Adult Social Care, DWP, community safety and voluntary sector organisations, we will ensure a fast, adaptable approach to housing individuals in need whilst ensuring no adverse impact on the local community.

## Intended Occupants

We will accommodate the following:

- Homeless single males and those at risk of Homelessness.
- Those with a local connection to Enfield.
- Those who are eligible under the Homeless Law.
- Those willing to engage.
- Those who pose low risk to the Council building, staff, other residents, and the local community.

Residents will have a variety of reasons for becoming homeless such as landlords selling properties, family/friend ejections, end of private tenancies, relationship breakdowns, unaffordable rental increases resulting in arrears etc.

The model will not be a walk-in service. The Hub will only accept suitable referrals from the housing specialist team. The Hub will not accept self-referrals.

Once a referral has been received a robust risk assessment will be carried out by hub staff ensuring the resident is low risk and committed to engage.

New arrivals will be required to sign a resident service agreement that outlines the standards of behaviour expected and the terms and conditions they must adhere to during their short stay.

The Hub will offer short-term accommodation, our support staff will assist residents to access employment advice, benefits advice, and make referrals to partner specialist support agencies for the residents to secure settled accommodation including the private rented sector.

Residents with alcohol/substance abuse issues or prison leavers will be carefully assessed and linked in with appropriate support/recovery services and are unlikely to be accommodated in the Hub. Referrals who are determined to be medium or high risk will be directed to alternative accommodation such as Housing First and Rough Sleepers Accommodation Pathway programs.

## Risk Assessments and Resident Service Agreements

The risk assessment for those referred into the Hub will be carried out in five stages:

1. A specialist housing Co- Ordinator will conduct an assessment at either Edmonton Green Library or via the telephone following a homeless application. Knowing the criteria of the Hub they will send over a referral form to Hub staff via email only.
2. Hub staff will contact the client to conduct a pre assessment over the telephone.
3. Hub staff will then use all gathered information to carry out an intense history and background check using all relevant systems and partners to make enquiries.

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4. Subject to these checks, Hub staff will invite in the resident for a full assessment including a thorough entrance assessment and risk questionnaire.
5. Hub staff will discuss referral as a team with management input and reach a decision of entry.

At any point during these stages Hub staff may identify that the Hub is not suitable accommodation and will refuse entry.

The safety of the Council building, staff, other residents, and the local community is the forefront of this process.

## **Resident Service Agreements**

Once a referral has passed the risk assessment process as above residents will be required to sign a Resident Service Agreement before a Support assessment is carried out and a move on pathway is developed.

The resident service agreement outlines the standards of behaviour expected and the terms and conditions they must adhere to during their short stay.

It also outlines the responsibility of the resident to engage with Hub staff and follow the rules and regulations of the building and surrounding areas of the building.

Residents will be aware that the Hub is a temporary placement while they work with staff to reintegrate into mainstream society, they will have structured plans in place for their daily activities. These plans typically involve daily support sessions with support workers, activities such as seeking employment opportunities and attending scheduled appointments/viewings.

Within the signed resident service agreement, it is also explained that the proposed outcome of failing to adhere to any of the document points will result in termination of placement.

We have a firm approach towards anti-social behaviour, and customers engaged in ASB will not be accommodated in the Hub.

Since the opening of the current SSTS Hub in January 2020 to date we have had zero complaints from the local community.

## **Staffing**

1 x Service Manager

1 x Rapid Assessment and Resettlement Team Manger

1 x Rapid Assessment and Resettlement Senior Practitioner

1 x Specialist Housing Coordinator

10 x Rapid Assessment and Resettlement Practitioners

1 x Security

The building will be staffed 24 hours a day 7 days a week including holidays, a security guard will also be on site at night and all day of a weekend. Strong relationships with the police have been developed to support the service and this will continue at JWH.

The level of staff presence and natural surveillance of the building and surrounding area is likely to improve the spotting and tackling of wider ASB issues. It will also improve the building presentation reducing loitering and reducing the risk to surrounding areas from littering/fly-tipping.

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## Day to Day Operations

**Shift Planner** – The Hub will maintain a shift planner and feedback system ensuring the team are aware of the previous shift's resident engagement. Including any up-and-coming appointments, health and safety checks and repairs of the building.

**Building** – Hub staff will ensure health and safety checks of internal and external areas are carried out daily and the relevant teams and services are updated for any repairs or improvements are to be attended to.

**Breakfast** – Hub Staff will provide tea, coffee and breakfast between 10am and 11:30am for residents.

**Documentation** – Hub staff will assist residents with documentation to ensure the correct ID, bank accounts, benefits/earnings etc are in place for employment, move on etc.

**Health and Wellbeing** – Hub staff and partnerships such as the NHS will assist with medical appointments.

**Rooms checks** – Room checks will be carried out by Hub staff to ensure no unapproved items are being stored in rooms and that health and safety measures are carried out.

**Laundry** - Our residents will be supported to maintain hygiene and use of laundry facilities.

**Cooking** – Hub staff will support residents to develop food preparation skills.

**Support Sessions** – Hub staff will regularly review residents supports needs and link them in with services to meet those needs.

**Job Centre drop-in sessions** – Hub staff will attend Job Centre sessions with residents to ensure correct benefits are in payment.

**Courses** – Hub staff will support residents to join free courses online in order to upskill and become employment ready if not already working.

**Moving on** – We will support local homeless males to find a settled home and move on from the Hub. Hub staff will engage with accommodation providers and refer residents to appropriate move on properties. Most residents are moved on into a settled home outside of the borough.

**Property Viewings** - Hub staff will support residents attend property viewings.

## Building refurbishment

**Works** – will be carried out by approved contractors and will take around 5 to 6 weeks to complete. The scope of works has input from the MET Police and will have a Secure by design accreditation when works are carried out with the recommendations made by the police are implemented to meet their requirements. The works will have site visits in stages including the police to ensure the project is on target and to standard.

### **Rooms – Ground Floor**

18 x Sleep pods

1 x Communal area

1 x Kitchen

### **First Floor**

18 x Sleep pods

1 x Kitchen/laundry room

1 x Toilet/shower area

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1 x Interview room

1 x Staff office

1 x Toilet/shower area

1 x Management office

2 x Staff offices

1 x Staff room

**Building Maintenance Management** – Staff on site will report any repairs or faults to be serviced by Facilities Management (FM) and the Housing Repairs Team to ensure its functionality and upkeep and safety precaution.

**Entrance** – Entry to the building will be controlled. Only residents and permitted staff will be allowed to enter the building. Residents will not be permitted to have visitors.

**Communal doors** - Will have access control for staff and residents.

**Partition walls** – Constructed from British standard and approved MET/SEC metal and boarded with double fire rated plaster board.

**Rooms/pods** - Will have an FD60 solid core door blank with BS3681/8621 dead locking and will also be 30-minute fire rated, fitted and approved by BM trade tradesman.

**CCTV** – Surrounding areas of the building, internal circulation routes, all corridors, entrance and exit points will be covered by CCTV cameras with staff able to view real time footage on a monitor within the staff room. CCTV will also have a play back function monitored by management.

**Door/Window Specifications** – Several windows to be replaced with new double glazed FENSA approved windows.

**Cleaning** – The Hub will be cleaned regularly.

**Postal Strategy**- Postal deliveries will be taken in by staff on the main 24/7 manned reception.

**Boundary Treatments** – Boundary treatments such as railings, walling and gate access on site will be secured with the assistance and input of the MET Police.

**Emergency Services Egress** – Both entrances and exits of the building have accessible emergency service adaptations.

**Waste bin storage** – Waste will be disposed of by staff daily in the provided waste containers within the Enfield Council waste contract, these will be located in a secure waste covering in the designated area of the building on the Orchard Roadside.

**Cycle Storage** – Cycle storage units will be restored for use of those cycling.

**Car Parking** – The adjacent car parks will be used for vehicles of staff and if any residents that have access to a vehicle. Residents will not be permitted to use these areas for anything other than authorised parking.

**Roof make up** – Flat roof covering 2 stories, parapet wall access with gated and locked access.

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**Safety/Security plan** – The Design team and Planning department are working closely with the MET Police on reaching a Secure by design plan accreditation, implementing recommendations on the security of the building internally and externally.

**Lighting** – All lights internal and external will be upgraded to new LED AND Luxplan when works are carried out which will then be signed off by a certified lighting scheme.

**Signage/Advertisement** – The building will have no signage or advertisement of its use ensuring the model will not be a walk-in service.

**Fire Safety** – The building to have a full fire audit ensuing correct lay out, materials, exit points, signage and fire fighting equipment is of standard. Staff will be certified as fire marshals and a sign in/out book and access footprints will be used to ensure all those are evacuated in the event of a fire.

**Smoking** – The building will be non-smoking, residents will be advised to smoke away from the building and surrounding areas.

**Visitors** - Residents will not be permitted to have visitors at the property therefore the building will contain of only residents, staff and other relevant professionals.

## **Community**

Respecting the community local to the Hub will be reinforced from the early assessment and entrance to the service and will be a requirement in the resident services agreement. Based on our experience of running the Stay Safe Hub, in the unlikely event a resident causes problem within the local community, we will take immediate action. This will include liaison with local police, depending on the issues warnings to residents and/or eviction from the Hub which we are able to execute given the licence agreement that will be in place.

We are committed to fostering positive relationships with the local community and are proactive in addressing any concerns that may impact our neighbours.

Should any residents have queries or wish to address concerns, our management team is readily accessible to assist and address any issues that may arise. The manager is Jodie Rudgley [jodie.rudgley@enfield.gov.uk](mailto:jodie.rudgley@enfield.gov.uk) - 07790 584 682.

Staff and residents located in the building will use local shops and restaurants increasing revenue for local business.