

# Medication Assisted Treatment (MAT) Standards Learning System

Webinar 7

Practice to Support the Implementation of MAT 3 & 8

23 April 2023  
11:00am - 12.30pm

Supporting better quality health and social care for everyone in Scotland.

# Agenda

Time	Agenda Item	Speaker(s)
11:05-11:10	Welcome	<b>Stephanie Stewart</b> , Senior Improvement Advisor, Transformation and Improvement in Drugs, Alcohol and Housing (TIDAH), <b>Healthcare Improvement Scotland</b>
11:10-11:25	Rapid Rehousing Transition Plans	<b>Gavin Smith</b> , Service Manager, Housing Services, <b>Fife Council</b>
11:25 – 11:30	Q&A	Chair
11:30-11:45	Can housing play a bigger role?	<b>Anthony Morrow</b> , Community Connector Manager, <b>Sanctuary Scotland</b>
11:45-11:50	Q&A	
11:50-12:00	Refreshment break	
12:00-12:10	Alternative approaches to supporting those with addiction in their tenancies	<b>Cheryl Neill</b> , Housing Manager, <b>Places for People</b> ; <b>Carmen McShane</b> , Service Manager, <b>Turning Point Scotland</b> ; <b>Martin Wood</b> , <b>Police Scotland</b>
12:10-12:15	Q&A	
12:25-12:30	Closing remarks	<b>Stephanie Stewart</b>

# Welcome

**Stephanie Stewart**

Senior Improvement Advisor



# Rapid Rehousing Transition Plans

**Gavin Smith**

Service Manager, Housing Services

Fife Council



# The National Homelessness Context

## Homelessness vision:

Everyone has a home that meets their needs

Homelessness is ended



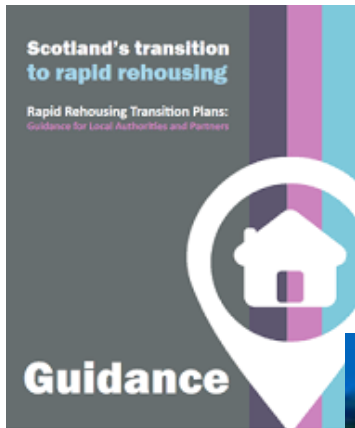
National Performance Framework: Our Values

'We are a society which treats all our people with kindness, dignity and compassion..'

To end homelessness we will:



# RRTPs and the RRTP Journey



indighouse



## Where homelessness cannot be prevented, Rapid Rehousing means:

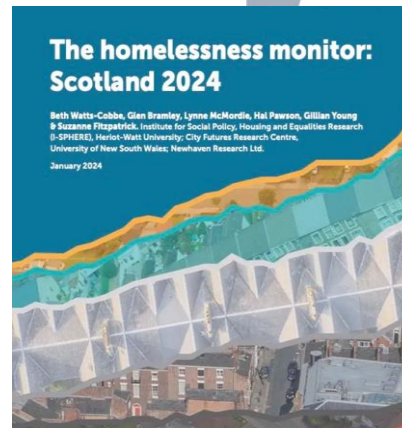
- A settled, mainstream housing outcome as quickly as possible
- Time spent in temporary accommodation reduced to a minimum, with the fewer transitions the better
- When temporary accommodation is needed, the optimum type is mainstream, furnished and within a community

## And for people with multiple needs beyond housing:

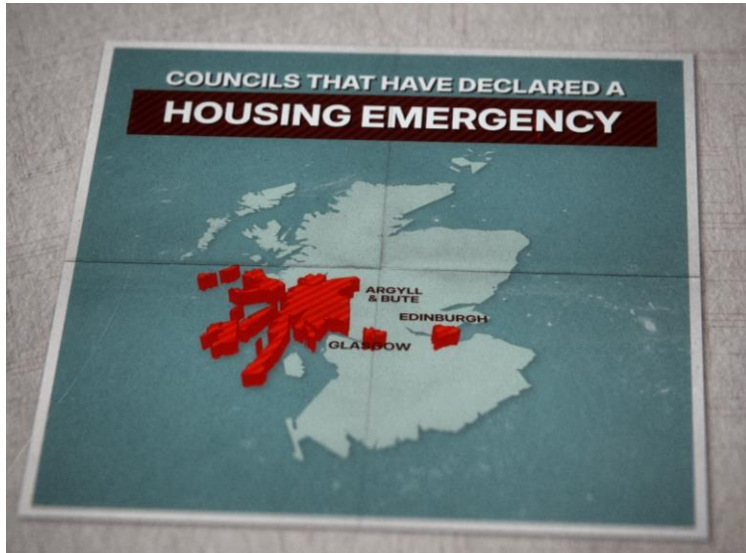
- Housing First is the first response for people with complex needs and facing multiple disadvantages
- Highly specialist provision within small, shared, supported and trauma informed environments if mainstream housing, including Housing First, is not possible or preferable

# Housing and Homelessness Crisis?

- Systemic issues and challenges
- Growth in homelessness predicted
- Challenges meeting targets and standards
- Financial and resource pressures



# The Housing Context – basis for housing emergency



- Threat to supply
- Homelessness Pressures
- Housing investment needs and standards
- Constrained housing options – private sector dimension

Capacity and ability to provide support to vulnerable people



# Progress and links with ADP / Mat Standards

- National Growth of Housing First in 25 LA Areas
- RRTPs generating collaborative approaches and initiatives – although engagement is not the same everywhere
- Tests of Changes need to grow - as do models of supported accommodation / accommodation with support
- Focus on priority groups – No Wrong Door
- Impact of a Homelessness Prevention Duty
- Links to Service Commissioning and Partnering



# A Fife Perspective

- Temporary Accommodation has doubled – it's not enough...
- Frontline Staff Redesign – moving into Temporary and Supported Accommodation
- Recommissioned £7-8m of services – up-scaling HF to 115 live tenancies
- Increase in presentations – relatively recent (6-7%) more families
- PRS in a state of change – market pressures and interventions
- Humanitarian / Resettlement Need: 400 families in communities, more in hotels
- Kirkcaldy Sheriff Court Judgement – 600 converted tenancies and replacements
- Decommissioning, Reprovisioning and Tests of Change...
- Housing Pathways – Building on Domestic Abuse approach
- Digital pathways and self service

# Final Thoughts!

- **On Track or on a Journey....**
- **Progress is being made but it will take time to mature**
- **Ability to twin-track will place significant financial and resourcing pressures**
- **Need to increase housing supply – and engage wider partners**
- **Housing and homeless services are resilient and will drive improvement but need more engagement**

***Any questions?***

# Can housing play a bigger role?

**Anthony Morrow,**  
Community Connector Manager  
Sanctuary Scotland

**Sanctuary**  
**Scotland**

***What would change if a safe  
home was the starting point,  
not the end point?***

*The aim isn't to stop the  
eviction, it's to start the  
belonging*

# Background

- Over 11,500 homes – Glasgow, Cumbernauld, Paisley, Dundee, Aberdeen, Aberdeenshire, Edinburgh, Inverclyde
- Community Development and Housing – looking at things differently
  - Homelessness Prevention
- The pressures faced by Housing Management but a will to do more
- Ongoing costs of tenancy failure – beyond housing sector



# Housing and Community Connector

- Upstream prevention of homelessness
- Lived experience
- Build trusting consistent relationships, advocacy
- Navigate housing – it is hard to understand
- Addiction and associated issues was present for lots of different people
- Often isolated, from community and services
- Support with housing and links to GPs, ADRS etc
- Found multiple people who wanted recovery support but couldn't access it

*Example of intervention  
support and what happened*

# Impact

- 4FTE posts across Scotland – Glasgow x2, Cumbernauld, Aberdeen/shire
- 379 tenancies supported to date
- Identified tenancies that are at risk due to addiction
- Range of supports, partners, referrals
- Only 24 haven't engaged or we are struggling to support positive progress
- Connection back to community/services is key – don't create a dependence
- Interest from other RSLs

# Tenant Feedback

*“I feel like I understand myself for the first time in my life, why I am the way I am”*

*“Normally there's no one there on your side, although now I know there is. And that's probably the difference now.”*

*“I've got control back of my life, back in my house”*

# Staff Feedback

- *I don't know how we ever managed without it*
- *The HCCs essentially open the door for HO's or repairs to get in to do what they need to because they are dedicated to getting to know the person and are more focussed on them rather than the tenancy itself*
- *Having a dedicated person to deal with these more complex cases, certainly is less likely to see our more vulnerable tenants fall through the net*
- *The HCC's involvement allows the HO to concentrate on supporting the tenant with tenancy issues ensuring that tenants are receiving support appropriate to their individual needs*
- *I am able to pass on vulnerable cases and know that they will be well looked after and supported and every avenue investigated*
- *(The HCC has) freed up a lot of time for myself personally and I know other Housing Officers too, dealing with the more intricate mental health and housing situations. The tenants absolutely love her and she goes above and beyond for them*

# Links to MAT Standards

- MAT 3: HCC model to identify tenants at risk (usually for potential eviction/tenancy failure) can be used to identify people at risk due to addiction and make sure they get the help they want and are supported
- MAT 3: Proactive links with other workers to ensure correct support as well as support when ADRS are stretched
- MAT 6: Low intensity psychosocial interactions and support to grow social networks
- MAT 8: Access to independent advocacy, support for housing, welfare and income
  - Keeping people in their homes is a must!
- MAT 10: Trauma Informed Practice

# Potential Pilot

- Link between addiction and tenancy failure
- Shelter Cost of Eviction report
- Can we put Housing at the centre of a response?
- Can housing be a positive factor rather than the punitive outcome?
- Pre- and post-intervention
- Better connection and collective working around the intervention
- There is a will from Housing to work this way – many see the benefits for tenants but don't have the skills, capacity or confidence to do it

# Main Learning

- Housing is well placed for early intervention
- A home you feel safe in is integral to recovery – a starting point, not the end point
- Connection back into community is vital
- Trusting relationships have been key
- By relying only on policies and procedures we end up not trusting ourselves
- The narrative we believe shapes our behaviours

**These are collective issues we face, so they require a collective response**



# Questions

- Do you think housing can play a bigger role?
- How can you support it to do that?
- What needs to happen next?

# Refreshment break



# Alternative approaches to supporting those with addiction in their tenancies

**Cheryl Neill,**

Housing Manager, Places for People

**Carmen McShane,**

Service Manager, Turning Point Scotland

**Martin Wood**

Police Scotland



# Background

- 1 Places for People Scotland UK's Leading Social Enterprise managing over 9000 properties across Scotland we are a fundamental provider of social housing in the North-East of Edinburgh
- 2 Increase in number of complaints of anti-social behaviour, non-engagement and people at risk of drug related death
- 3 Alternative to evict vulnerable customers and put them back into a system of homelessness we looked at a proactive initiative to help and support customers with extensive support needs
- 4 The First Partnership of its kind – Collaboration of stakeholders Police Scotland, NHS Lothian, Edinburgh Drug and Alcohol Partnership, City of Edinburgh Council and Turning Point Scotland.
- 5 Launched an initiative aligned to MAT Standards 3 & 8

# Partnership Working

- Reaching individuals with drug issues who historically may not have been able to engage with services due to complexity of their needs
- Outreach Worker can often be the first prompt for customers to engage in services
- The role also facilitates reconnection with housing officers assisting them to address tenancy issues that may put their tenancy in jeopardy
- Since introducing the role, we have supported in excess of 25 customers through their ongoing journey
- Assisting them to appropriate services with prescriptions, tenancy related issues, financial issues and targeted support
- Increase in sustained tenancies, strengthened communities and improved relationships between agencies and services
- Reduced anti-social behaviour, criminality and tenancy enforcement

# Feedback from service users

If it wasn't for you bringing Sorca up to my flat I don't know where I'd be. She done for me what I couldn't do for myself, she checked in on me constantly and got me a cpn asap. My fear is I'd have been dead or in serious crime by xmas. She helped me with my electricity when she heard I'd sat for 2 days without power and got me food bank vouchers. Most recently she came to my flat with Gary to give me a mobile phone after I'd lost mine. This has helped me keep in touch with services and appointments. My life was in a downward spiral and the trouble I was getting in to getting drugs was unreal. Sorca listened and helped me get out of that mess. I'm now currently stable on a script not using illicit drugs. Edinburgh addicts need more people like her to help them get some sort of stability, also she genuinely cared and asked me about stuff I forgot I'd told her so it made me realise she wasn't just ticking boxes with me, she knew where I was at mentally. I really hope they can fund her job for many more years to come.

# Further feedback

*“I like how Sorchia always answers the phone when I call or just calls to check up on me. I have been through some really dark times and have even tried to kill myself as I have felt so alone. I now feel like I am getting the support that I have been needing for years and although I still have some dark days, I know that I have genuine people like Sorchia looking out for me. I feel comfortable opening up to Sorchia and never feel judged. She has helped me to get on track with my meds, has encouraged me to attend the drop-in sessions and given me a more positive outlook. She is patient, listens and follows up with anything she says she will do. I will miss her very much. “*

***Any questions?***





Share your thoughts!



thank you

- Event summary will be available from [ihub.scot/matupdates](https://ihub.scot/matupdates)
- Next webinar detail - Community Pharmacy as an essential delivery partner in MAT (18 June 2024)