



# GMBOB Pathfinder 12-month Report

July 2023

<b>GMCA</b>	<small>GREATER MANCHESTER COMBINED AUTHORITY</small>	 <small>Greater Manchester</small>
		 <b>BRIDGES OUTCOMES PARTNERSHIPS</b>
<b>DEPAUL</b>	<small>Homelessness has no place</small>	 <b>gateway</b> <small>© Calixto group service</small>
<b>THE BRICK</b>	<small>PROJECT SWOP WORKS GAINS REUSE</small>	 <b>Early Break</b>
<b>akt</b>	<small>QUEENS HALL ACTION ON POVERTY</small>	<b>42<sup>ND</sup> STREET</b>

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# Service Overview

# Impact of the programme

- **Crisis services**, such as A Bed Every Night, designed to support entrenched rough sleepers, are not always suitable for young people, new to rough sleeping.
- Many could have been prevented from reaching this point, had the right support been provided at an **earlier stage**

## Rebecca – 19 years-old.

- Fractured relationship with her Mum which eventually broke down
- Moved between various relatives but had no stability or home environment
- Rebecca was beginning to question her gender and transition but had limited support and this was impacting her mental health

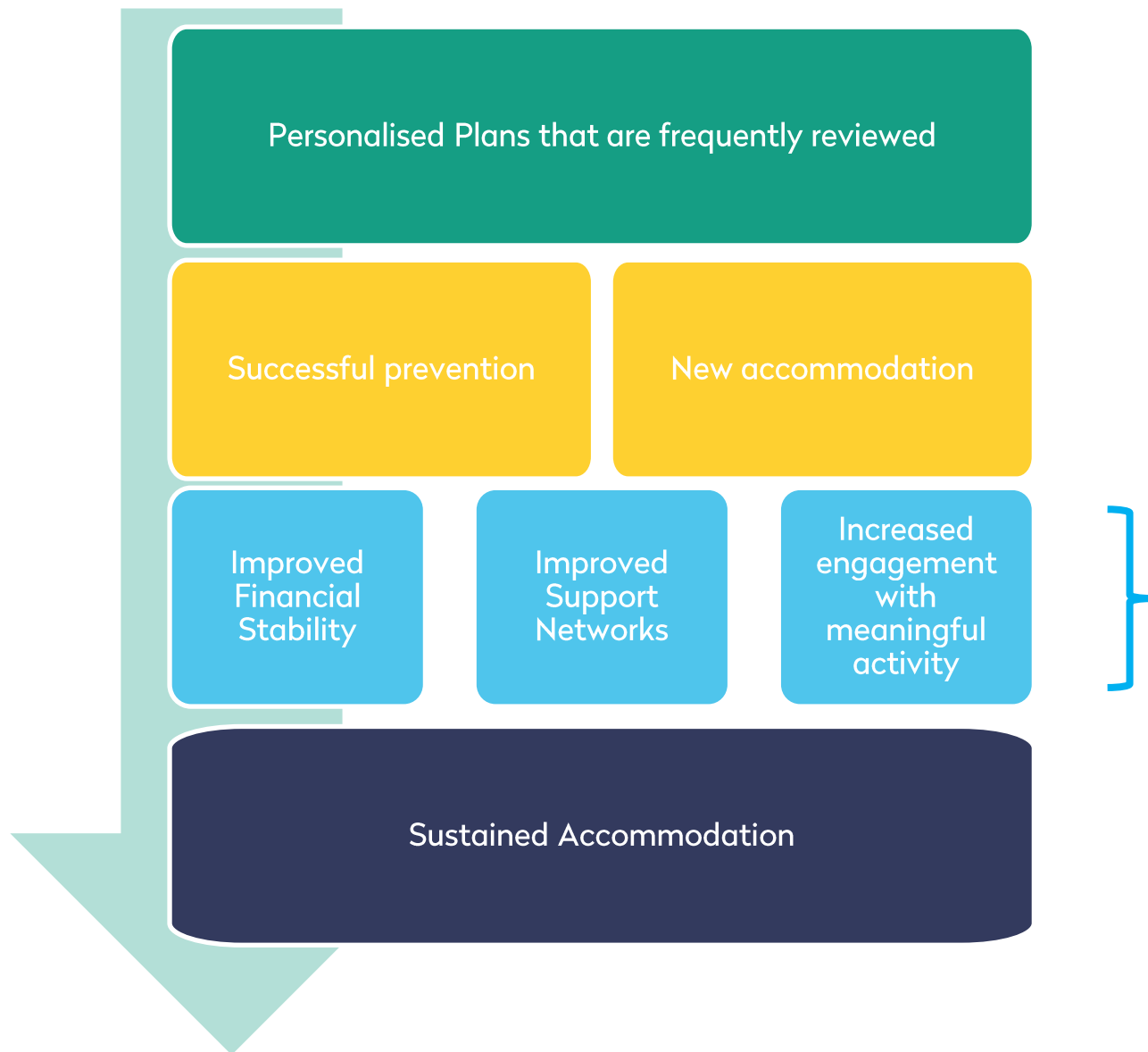
### Traditional Services

- Rebecca would've been viewed as not homeless until she was no longer able to stay with relatives
- She would unlikely have been deemed not in priority need for housing
- The only option would have been for her to access hostel accommodation
- It is likely this environment would've further impacted her mental health
- There is a risk she would have subsequently felt she had to leave the hostel and become homeless

### Pathfinder

- Pathfinder coach used a **person-centred approach** to working with Rebecca and was able to start to build a **trusting relationship**
- Coach helped her to engage with a specialist service to **support her transition**
- Rebecca and her coach looked together for shared **properties in the private sector** that were **suitable for LGBTQI+ young people**
- Rebecca found a property and moved in with other young people who are now providing her with additional support
- Rebecca has been **linked in with the specialist mental health worker** at Pathfinder and is **working towards finding a job as her mental health stabilises**

# Outcomes Framework



To reflect the diverse ambitions of the young people we support, we designed a self-determined element to the rate card

Participants are asked to prioritise across 3 board areas:

1. Financial Stability
2. Support Networks
3. Meaningful Activity

The value of the outcome, if achieved, reflects the prioritisation the young person placed on it

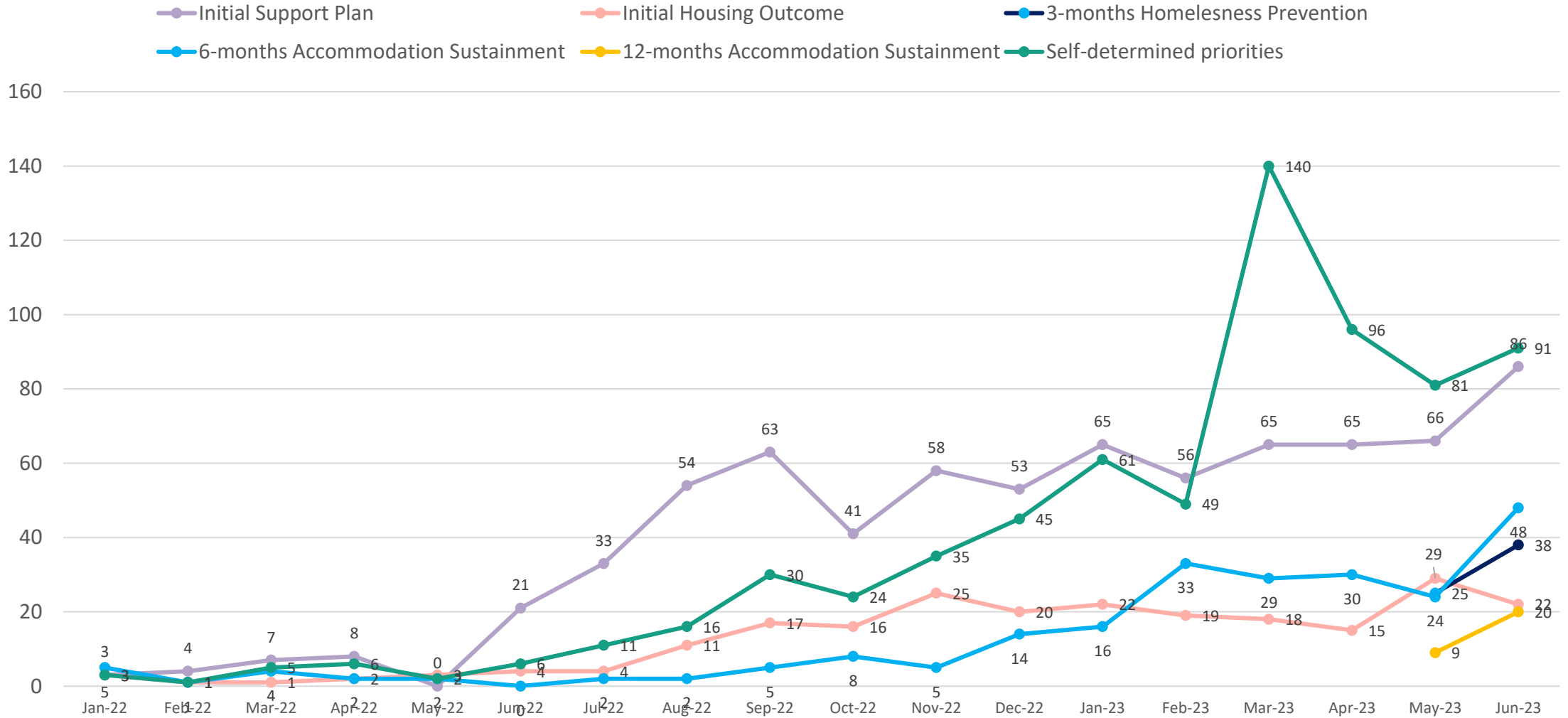
# Outcomes achieved (2021-2023)



**Initial Housing Outcomes** are achieved when the imminent risk to become homeless is removed, however, the risk could still be there - that is the reason why some participants continue to engage with us to make more permanent changes and achieve a change in accommodation, for example.

Note\*: These outcomes were introduced in May after the rate card review.  
Source: Inform July 2023.

# Increase in performance across key outcomes



Source: Inform July 2023.

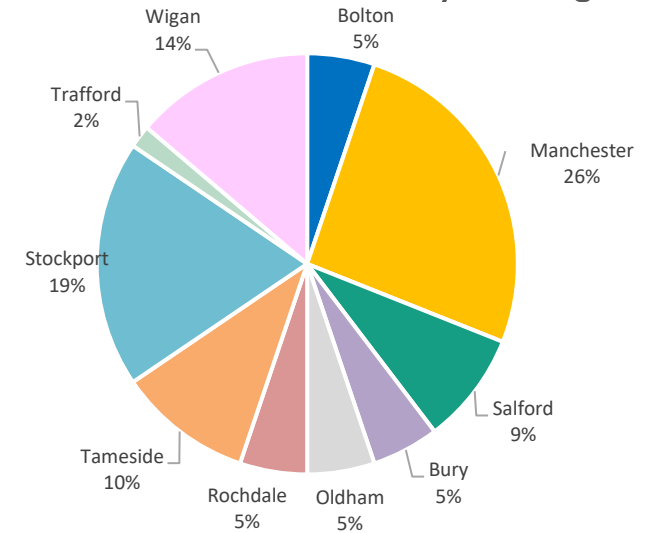
# System Learnings



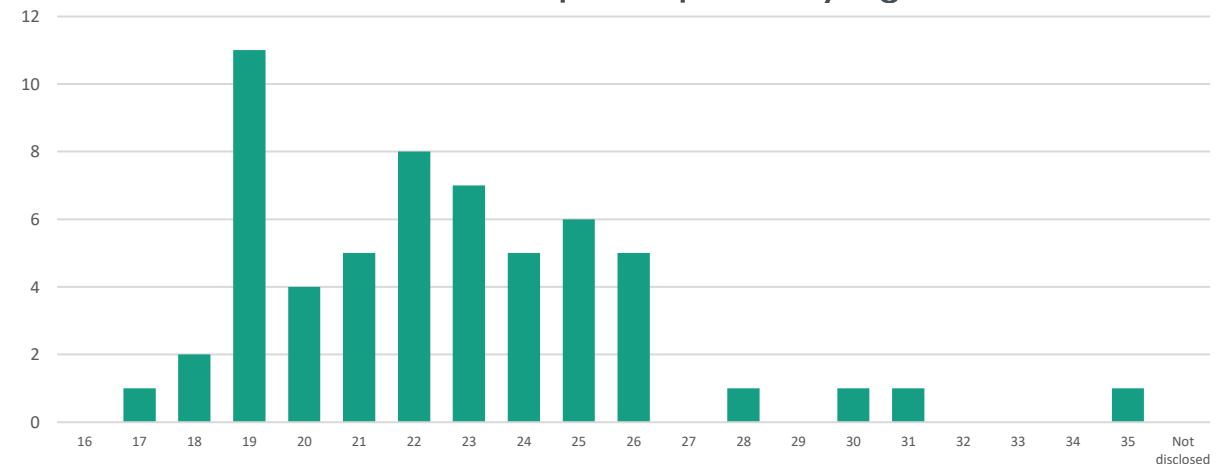
# I. Care leavers

- The service has received referrals for at least **110 care leavers**.
- The referrals have been received from a combination of statutory and non-statutory organisations.
- Work is underway to further explore the experience of this group of young people. Early feedback has identified the following key initial findings as potential factors leading to Care leavers being referred to the Pathfinder:
  - **Poor communication** between housing, children’s services, and housing providers
  - **Loss of contact** with their personal advisers
  - **Clarity** around viewings, offers, refusals
  - Care leavers are often **confused about their responsibilities or entitlement**
  - There is **pressure on all teams**, and also on care leavers, to **move through processes quickly**
  - **Out of area moves**
  - **Disparity of offer and process across GM**
  - **Stigma and judgement from the system**

Care leavers referrals by borough

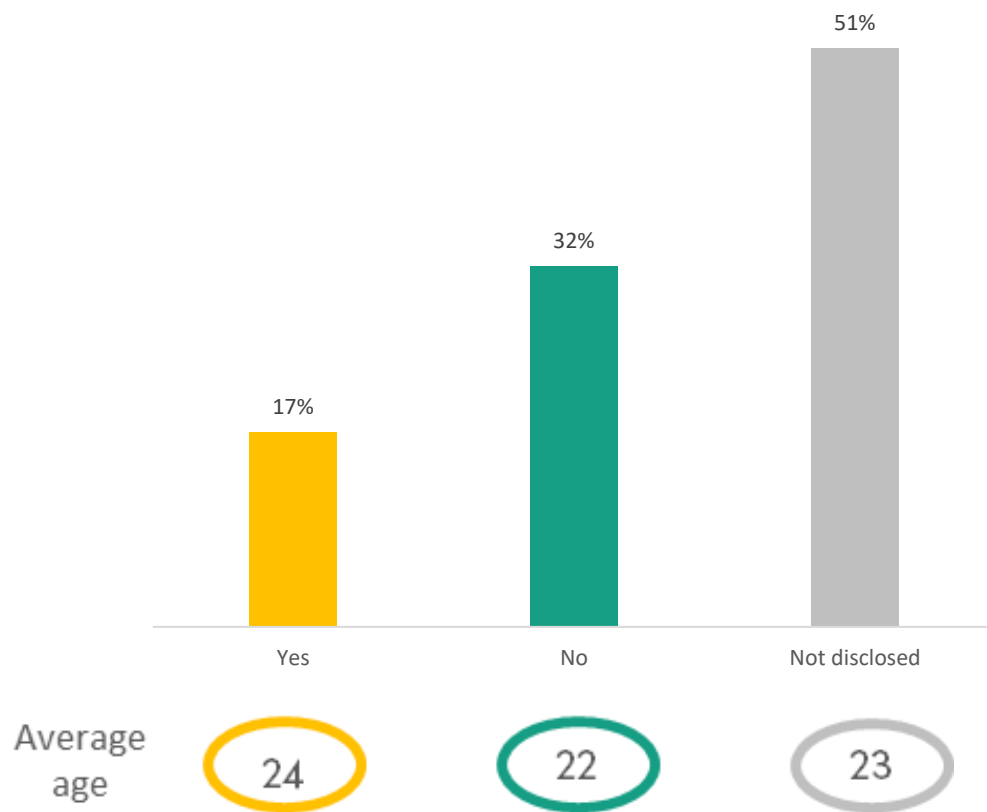


Number of participants by age



## II. Participants with dependants

Participants with children



- Innovative initiatives to provide better support to participants with dependants such as the 'Parent and baby group' set up by one of the Early Break coaches.
- Next steps: linking with Early Help offer in each borough to ensure joint working to support these families.

### III. Financial Stability: key risk factor

65%

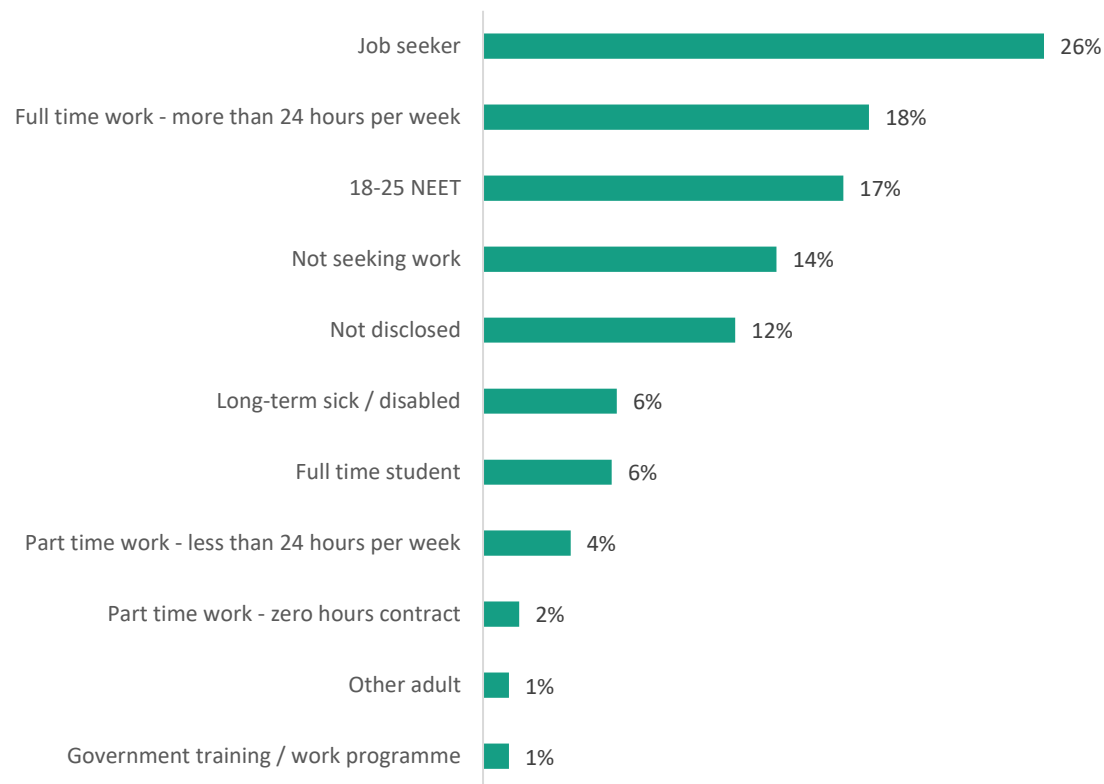
of participants choose Financial Stability as their main priority and identify it as an important barrier to sustaining/accessing accommodation

63%

of participants are unemployed, and 26% are seeking a job.



Economic status of participants



### III. Financial Stability: key risk factor

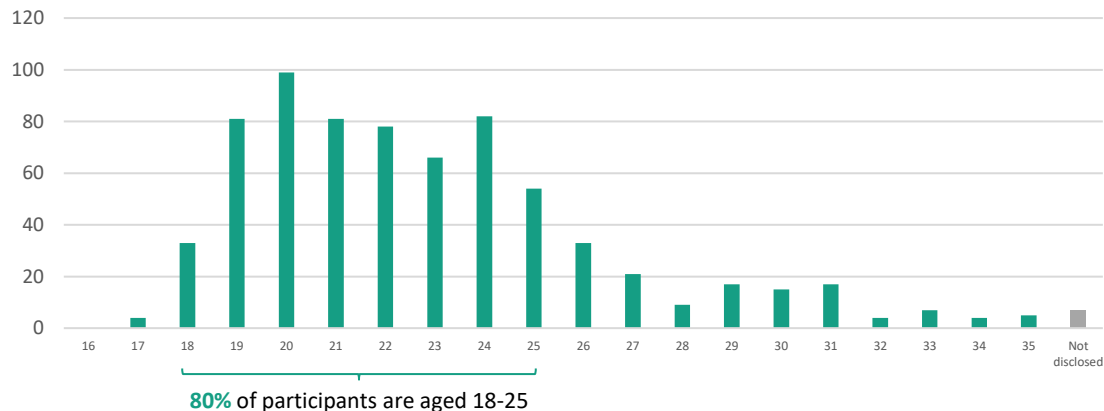


	2021	2022	2023
Rent	1	8	17
Deposits	4	20	23
Arrears	-	-	7
Total	£3,260.46	£20,926.00	£38,387.78
Refunded £	0	£ 3,673.00	£ 5,7800.00
Refunded %	0%	18%	15%
Invoiced/ Pending £	0	£ 4,683.27	£ 7,851.00
Participants to repay	0	2/2	1/6
LAs/other organisations to repay	0	1/2	2/2

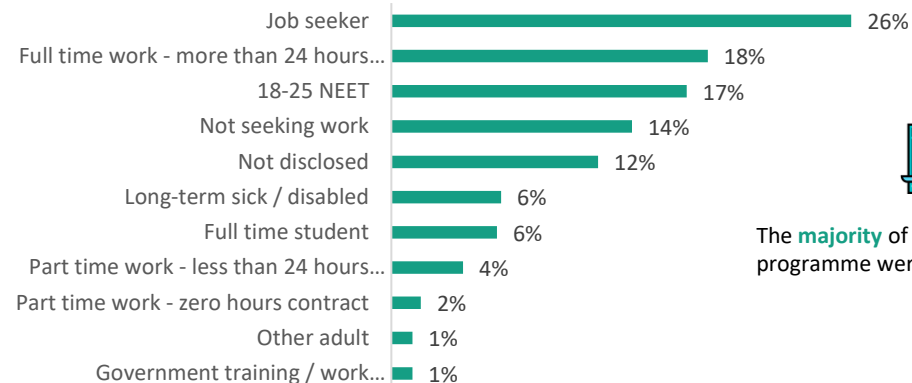
- Through the use of the **Personalisation Fund**, Pathfinder has been able to support young people in **financing deposits and advance rent payments**.
- **Budget flexibility and the ability to quickly respond** to requests from landlords has been a key factor in **building relationships and improving access** to accommodation.

# IV. Upstream referrals – demographic data

Number of participants by age

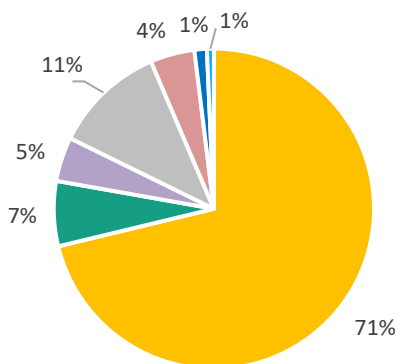


Economic status of participants



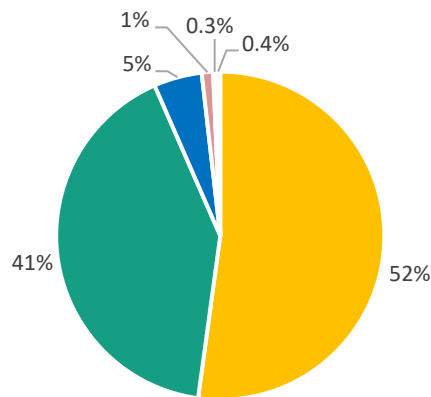
The majority of the participants in the programme were and are **out of work**.

Ethnic origin of participants



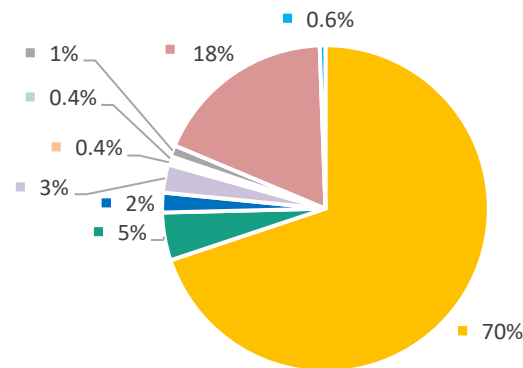
- White
- Black
- Asian
- Not disclosed
- Mixed
- Arab
- Other

Gender of participants



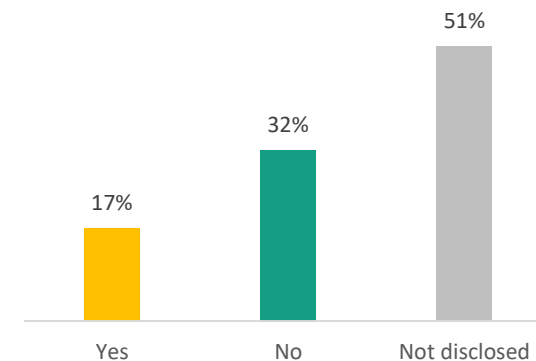
- Female
- Male
- Not disclosed
- Non-binary
- Genderqueer
- Genderfluid

Sexual orientation of participants



- Heterosexual
- Bisexual
- Gay
- Lesbian
- Asexual
- Not disclosed
- Pansexual
- Other
- Unsure

Participants with children

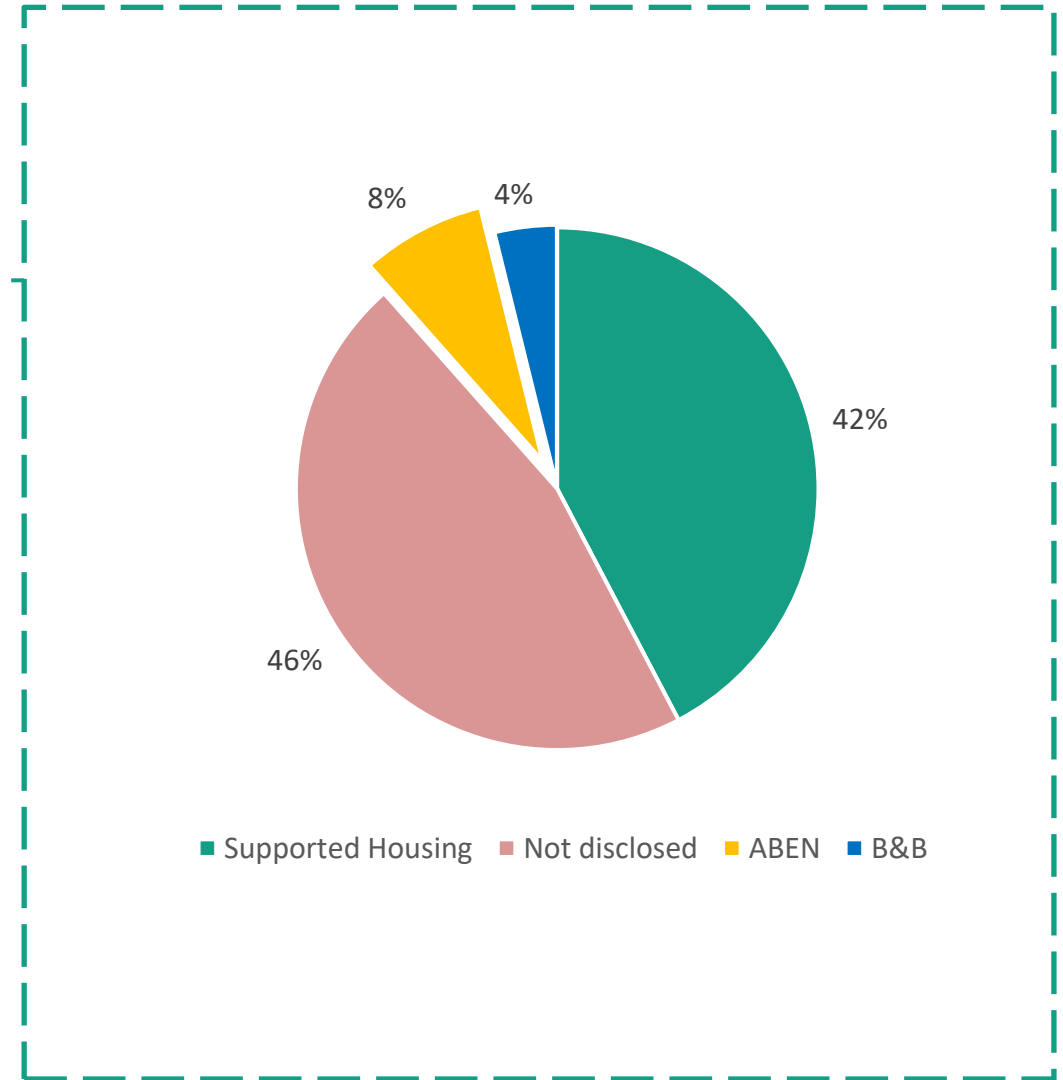
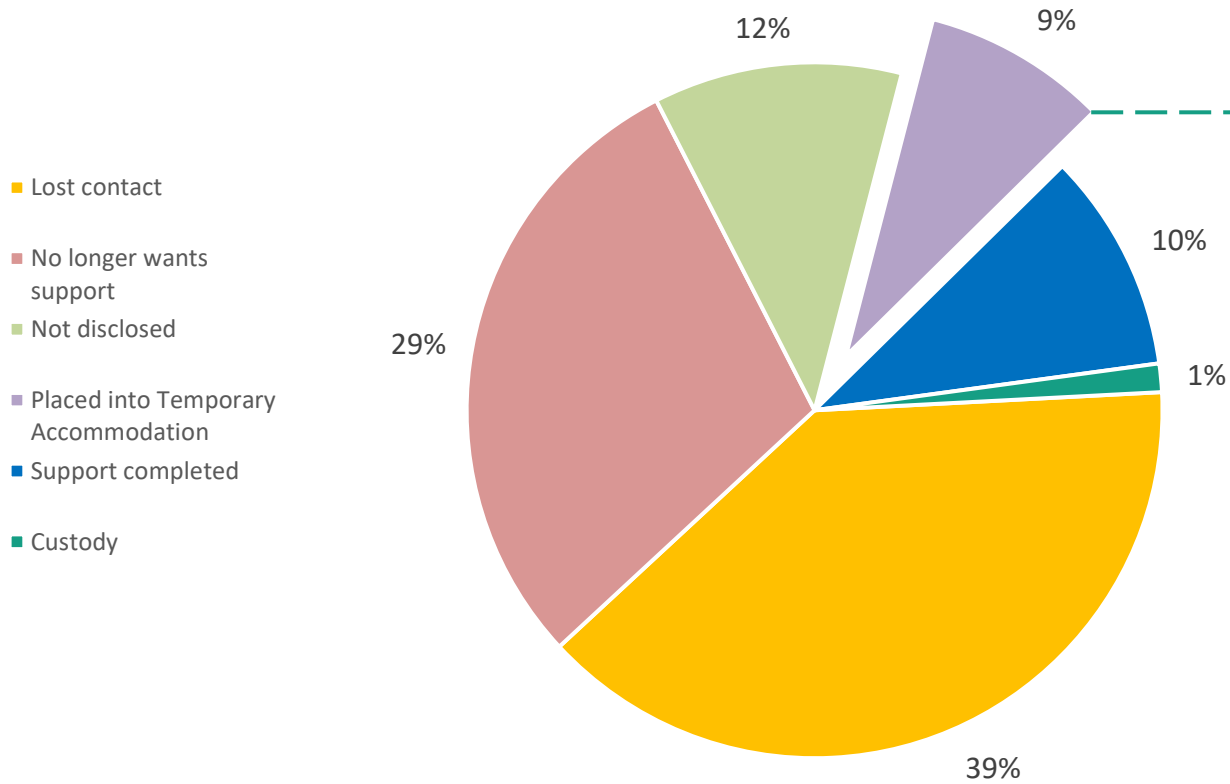


Average age

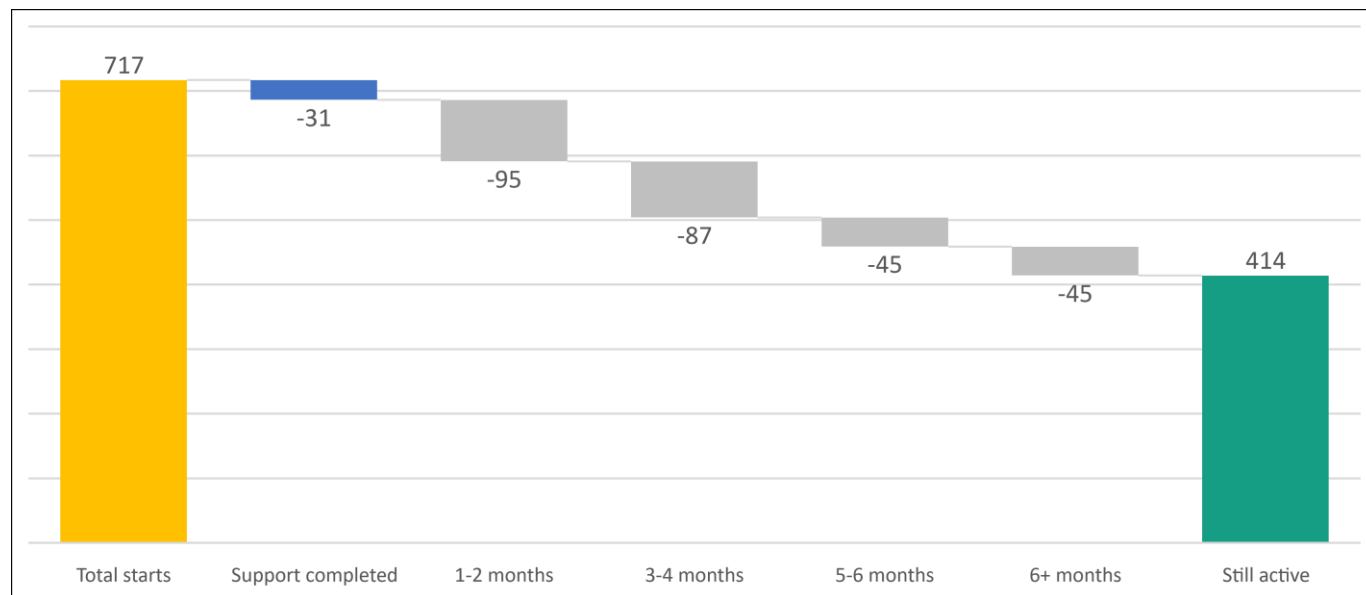


Source: Inform April 2023 - includes only accepted referrals and starts since 2022.

## IV. Upstream referrals – ABEN Prevention



## V. Disengagement



Disengagements				
	1-2 months	3-4 months	5-6 months	6+ months
Lost contact	36%	43%	51%	44%
No longer wants support	37%	25%	31%	36%
Not disclosed	15%	13%	9%	11%
Placed into Temporary Accommodation	9%	11%	9%	7%
Custody	3%	0%	0%	2%

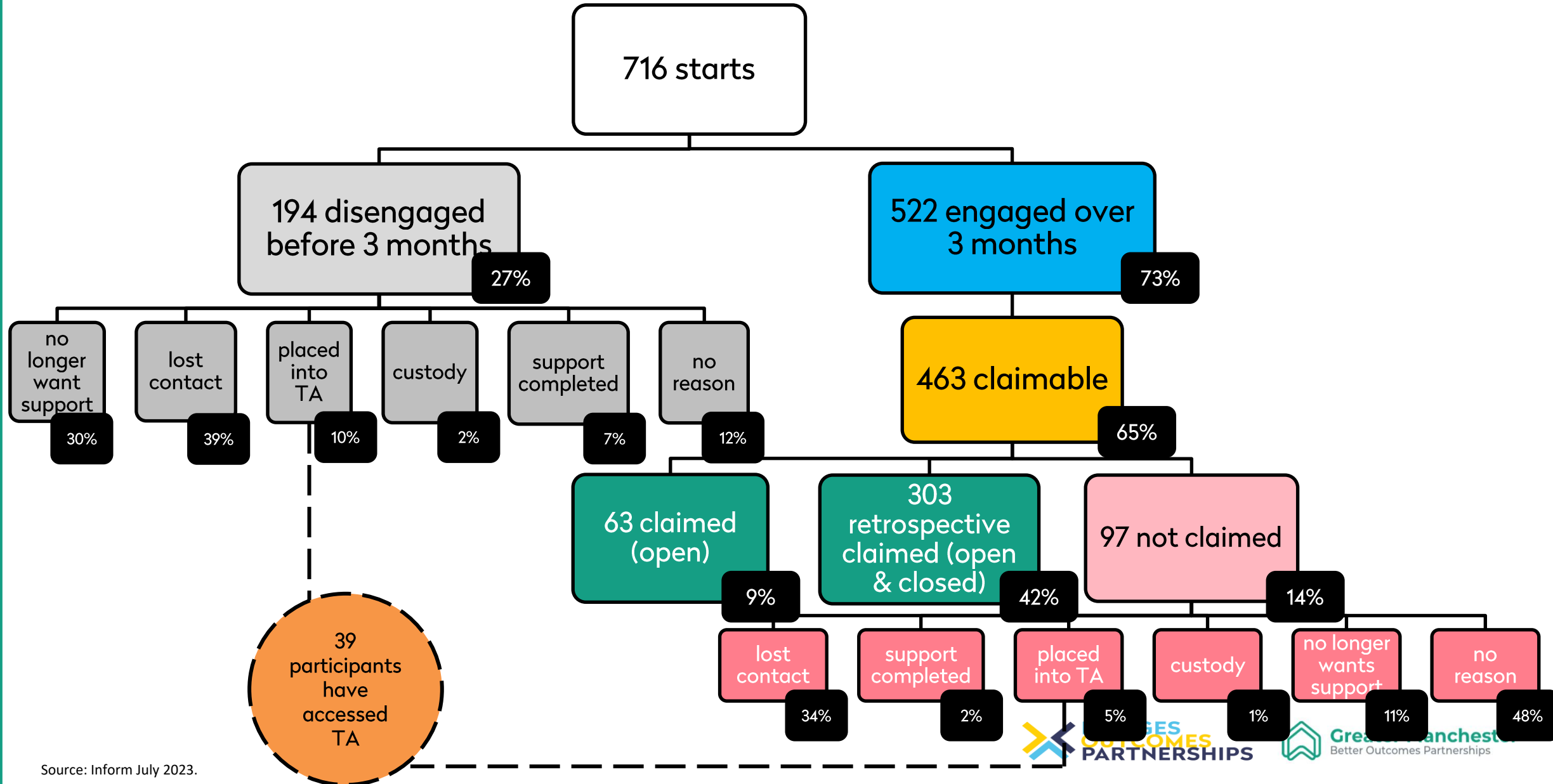
Source: Inform July 2023.

**58%**

of participants that joined the programme last year, are still engaging

The project is reaching out to young people who have previously disengaged from the service to gain valuable insight into the reasons for the disengagement. This will be used to **shape future design of the service with the incorporation of this feedback.**

# V. Disengagement – Prevention



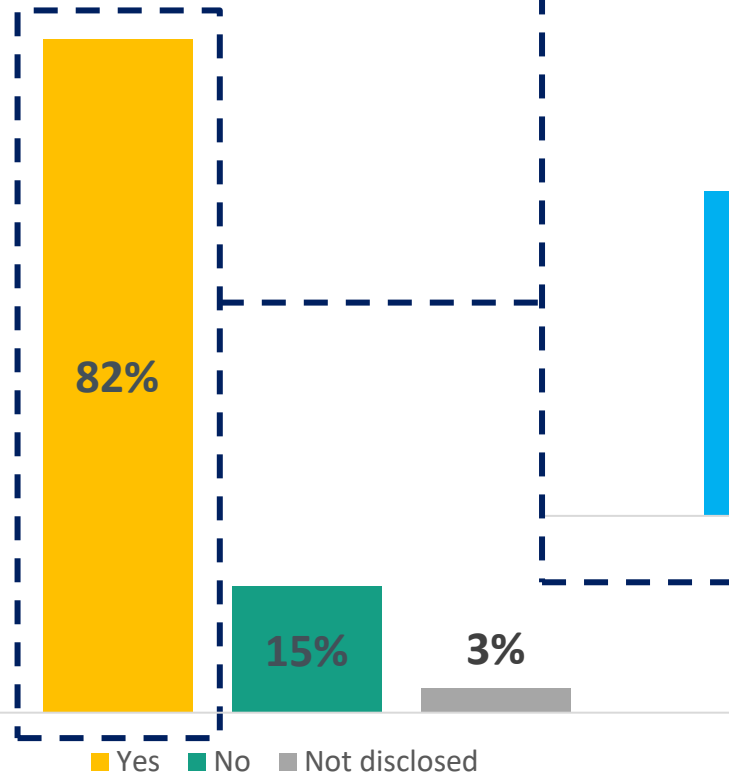
Source: Inform July 2023.



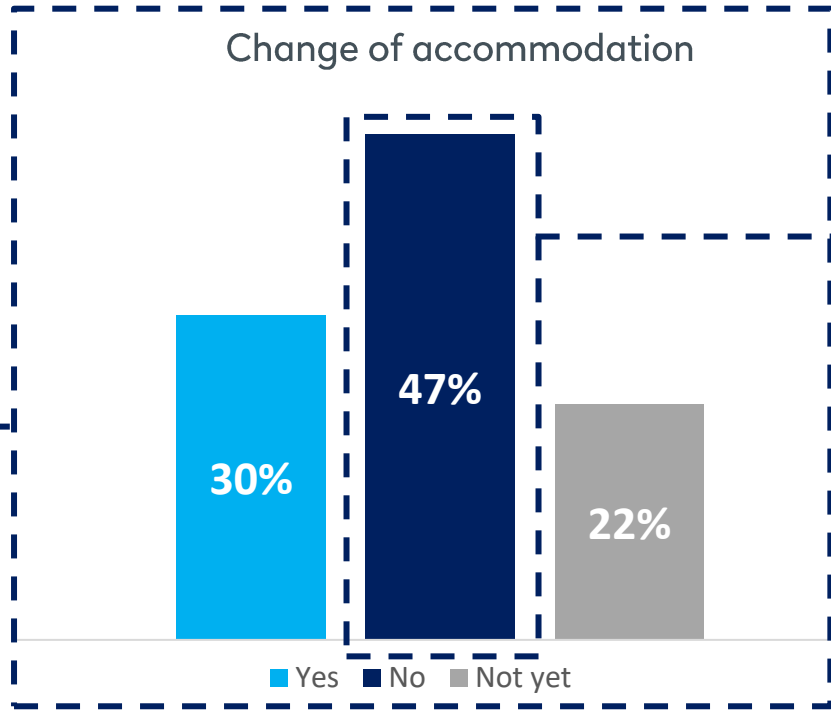
# VI. Homelessness Prevention



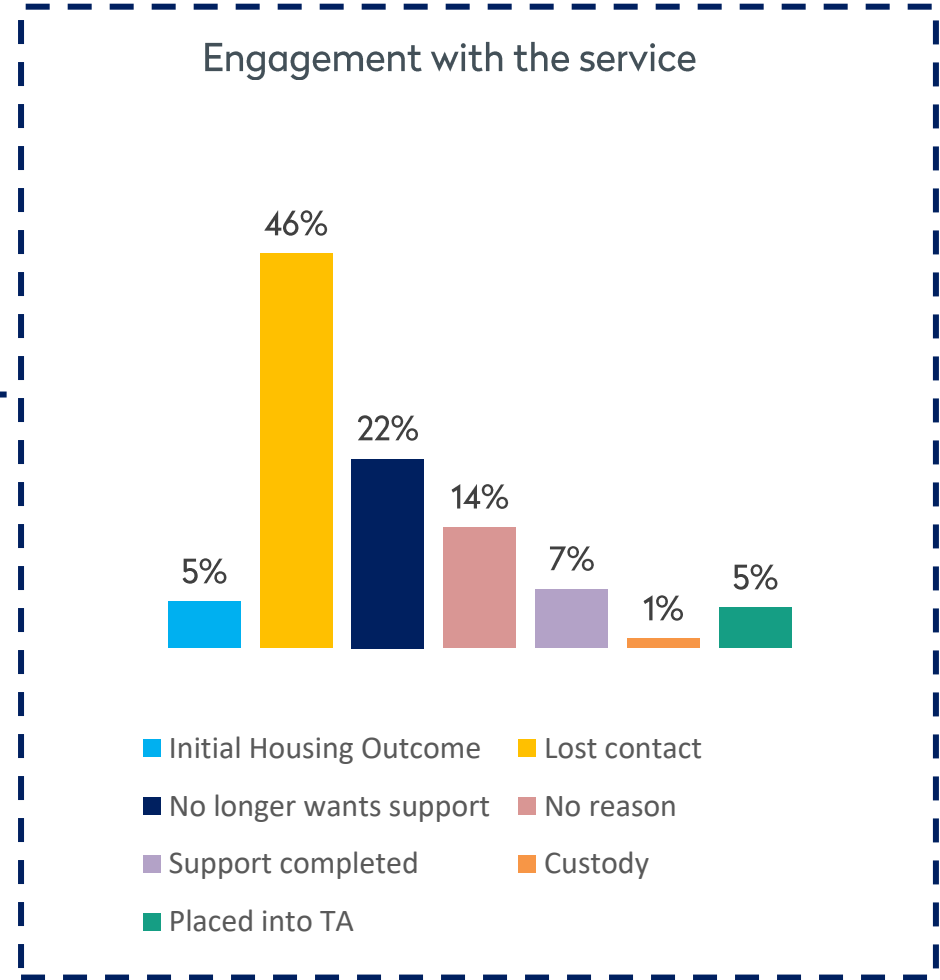
Participants looking to change accommodation



Change of accommodation



Engagement with the service



# Key innovations

## Key innovations

### Co-production

- Receiving **feedback** from participants about the programme as well as about the systems and structure
- Creating a **Co-production network** with participants that are currently or have been in the programme, including their skills and insights for the design and improvement of the service
- **Involving people with lived experience in recruitment**
- Sessions to date have consisted of **exploring general attitudes towards the project, opportunities desired by young people, recruitment, innovation fund spending, promotional materials** and research carried out by the GMCA.

### Specialist Partners

- Commissioned **42<sup>nd</sup> Street to provide additional mental health services** and support to participants which has proved to be crucial in improving the housing stability of participants.
- Pathfinder identified the requirement for **AKT - a specialist service for young people from the LGBTQ+ community** as they are four times more likely to become homeless than their peers due to their sexuality or gender.

### Coaching & Acceptance and Commitment Therapy (ACT)

Pathfinder has adapted the use of **acceptance and commitment therapy** throughout the project. This builds on the concept of **strength-based working** and allows coaches to work with young people to **focus on their values and encourage them to live a life aligned with those values.**

### Personalisation Fund

The use of the **personalisation fund to overcome barriers and improve engagement.** This was further enhanced by the access to the **Winter Warmth Fund** giving coaches access to funds & cards to help combat the impact of the **cost-of-living crisis.** Managers are able to approve up to £150, to speed up the process

## Key innovations II

### Access to Locator

Pathfinder has now been granted **direct access to the system of housing options teams** to enable us to **identify potential referrals at an earlier point**, improving the prevention work we are able to complete and not just working with people when they are already in crisis.

### New roles

**Flexible service design** has enabled us to **develop new roles within GMBOP, PRS role, and Operational Lead**. This has enabled us to **redesign the way the service is delivered** based on the specific needs of the service.

# Case study & feedback

# Caroline's story



Caroline was living in a house which was left to her daughter's dad and his sister when their mum died, but her ex-partner's name was not on the house itself. Her ex-partner's sister told her that she needed to leave the property and served a section 21. She had a disabled daughter with a cancer diagnosis which was also impacting the situation as Caroline's ex's sister was making it difficult for them. Caroline was at that point her daughter's full-time carer.

At the time of the referral, she had been served a section 21 notice at the property she was living in. Shortly after her referral, Caroline's daughter passed away and she became bedbound as a result of anxiety. She was on the waiting list for alternative accommodation and was withdrawn an offer as this was a 2-bed property which she no longer qualified for. The system was distressing for her to navigate at that time.

Accessing emergency accommodation would have further impacted her mental health and most likely seen her ending up street homeless.

Referral:  
Homeless  
assessment

Borough: Oldham



42<sup>ND</sup> STREET



Caroline built a really strong relationship with her coach who has been a vital support to her through this time. Her coach has referred her to additional support through 42<sup>nd</sup> Street. Caroline has subsequently registered on a series of courses to qualify her as a beauty technician so she can do this on a self-employed basis, the cost of the course has been covered by the personalisation fund. She has also engaged with the co-production panel and is using her skills to design some leaflets for Pathfinder.

With the help of Pathfinder, Caroline was able to access new accommodation (Social Housing) and has been working on re-flooring the property with her dad's help. She also achieved 2/3 of her self-determined priorities, obtaining an eyelash certificate that would enable her to have access to more employment opportunities.



Feedback

[In her own words](#)  

## Feedback

'Firstly, I would like to say that [coach] is one of the most brilliant support workers I've ever had the pleasure to work with in terms of being a client. Words cannot begin to describe how much of an impact his perseverance, and determination, have had on me, and it has truly inspired me to go into this sector (social charitable) eventually and look towards getting an MA in Social Work after my undergraduate degree.'

'I've been working with [coach] on my journey to becoming independent, I wanted to express my gratitude. [coach] has been an excellent support worker and I couldn't have asked for better. It's been a very positive experience and I feel very confident even during my hard moments. I appreciate the service that has been provided to me and I am grateful. Thank you so much and I just really wanted to commend him and give a shoutout.'

'Hi Sam, he's been a lovely tenant, absolutely no complaints. And it's been a pleasure working with you. Just to let you know that we will have another room available in early April so if you have any other applicants who you might think are suitable for the house then I'd love to hear from you.'

'This is the most stable I have ever been and it's all down to you. I trust you and I know you will help me. In the past, I trusted no one.'

'Thank you for everything you've done for me. You have literally saved my life and I really appreciate all the support you have given me.'

'I do really appreciate you approaching me with a potential tenant and I'm really sorry I didn't get to consider him. In the future, I'll come to you first if there's a room opening and I'm more than happy for you to call/text me to let me know you have someone in mind so that I can give their application priority.'

'Even when it all looked extremely bleak, the man would simply not give up, no matter how bad it got, and understood me personally and exactly what I want out of support, and most importantly, trusted the young person, and worked with their goals and values in life.'

# Next steps



## Next steps

### Care leavers

1. Continue to feed into GM Care Leavers Programme
2. Identify points of contact in each local authority Care Leaver's team – enable better joint working between statutory services and Pathfinder frontline staff
3. Taskforce meeting to ensure that actions from the Steering Group are followed up to drive the system's change

### Participants with dependants

1. Linking with Early Help in each borough to ensure joint working to support these families
2. Improve the way in which the information is collected at the point of referral to count on more accurate figures that allow to better tailor the service for the specific needs of this group

### Financial Stability

1. Recruiting a Private Rented Sector Engagement worker to continue to build relationships with private landlords and improve access to additional accommodation
2. Staff teams are mapping the current provision in each borough to ensure frontline staff are aware of and engaged with local PRS teams and existing provision
3. Work with Skills and Work teams to explore the employment support offer in GM
4. Work with DWP to ensure that individuals are receiving the correct benefits and remove barriers to successful claims

### Engagement

1. Key focus area for Pathfinder. It is important to establish whether disengagement from the service is driven by the participants feeling they have received the required intervention or for other reasons.
2. Feedback process. The project is reaching out to young people who have previously disengaged from the service to gain valuable insight into the reasons for the disengagement.

