



**5. The *Pathway to Home*
model portfolio**

5. The *Pathway to Home* model portfolio

The *Pathway to Home* model is made up of a portfolio of housing and temporary accommodation types and services configured to realise and ensure the sought-after person-centred outcomes set out in Section 4.1. This portfolio is described in detail in this section and Table 1. below sets out a summary outline detail.

Table 1. The *Pathway to Home* model portfolio: summary outline detail of Prevention Services, Temporary Accommodation and Services, Housing and Housing Support Service

A: Prevention Services	B: Temporary Accommodation and Services	C: Housing and Housing Support Services
A1: The Local Authority Homeless Helpline: a 24-hour free phone service providing information, advice and (on an out-of-office hours basis) initial contact and placement into temporary accommodation.	B1: The Local Authority Housing Service: providing initial contact and placement (based on common criteria in use across all Dublin local authorities) into temporary accommodation.	C1: The Local Authority Housing Service: providing the Assessment of Housing Need and delivering priority access to all available housing options, ²¹ including specialised housing schemes with on-site housing support services.
A2: The Local Authority Housing Service: (across all Dublin local authorities) providing information and advice and referral to prevention services A1, A3 and A5 where appropriate.	B2: The Local Authority Housing Service's Centralised Placement Service: confirms and monitors access to all temporary accommodation via a bed management system.	C2: The Housing Support Service: including Visiting Housing Support Services and on-site Housing Support Services that are provided in addition to established mainstream social service provision.
A3: The Community Welfare Service: a statutory service providing income maintenance, early interventions and access to housing options that prevent rooflessness and shorten and truncate an episode of homelessness.	B3: Supported Temporary Accommodation: (STA) including in-reach services provided by the HSE, FÁS, VEC etc and housing support services for persons moving into housing.	
A4: The Contact and Outreach Services: that delivers early interventions, initial contact and placement into temporary accommodation, to prevent rough sleeping and rooflessness.	B4: Temporary Emergency Accommodation: (TEA) including housing support services for persons moving into housing.	
A5: The Homeless Prevention Services: specifically: day services, information, advice and advocacy services, mediation and dispute resolution services and early intervention housing support services that prevent homelessness. In addition, all mainstream public services have a role in preventing homelessness (see Section 3).		

It is important to note that there exists a strong alignment with the portfolio of housing and temporary

²¹ Mainstream Housing Options, including (a) Local authority social rental (b) Approved housing body (housing association) (c) Rental Accommodation Scheme (RAS) (d) SWA rent supplement private rental (e) The new Support to Live Independently scheme (f) Local authority affordable housing schemes and shared ownership housing.

Specialised Housing Options, including (a) Local authority group housing schemes for the elderly, (b) Approved housing body (housing association) group housing schemes, (c) Social Housing Investment Programme (new leasing arrangement).

accommodation types and services configured under the *Pathway to Home* model and the actions originally set out in *A Key to the Door*. Table 2. illustrates this in more detail.

Table 2. Alignment of actions from *A Key to the Door* with the *Pathway to Home* model

<i>Pathway to Home</i> model service	Actions from <i>A Key to the Door</i>
Contact and Outreach Service	P14*, P15, S31, S35
Homeless Helpline, Housing Information and Advice, and Bed Management Service	S7, S8, S9
Local Authority Homeless Services	S4, S6, S7*, S14, S30
Temporary Emergency Accommodation and Supported Temporary Accommodation	S10, S12, S13, S39, S41, S44, S45, S46
Housing Support Service	P2*, P3, P13, P14*, S32, H7, H9, H10, H11, H13
Mainstream Services – preventing homelessness	Core 1, Core 2, P2*, P4, P11, P12, S5, S43
Mainstream Services – supporting people who are homeless	P5, P7, P9, P10, S5, S7*, S8*, S9, S21, S22, S23, S24, S25, S26, S27, S28, S29, S31, S33, S34, S35, S36, S37, S38, S40, S43, H2
Housing Services (providing housing or assisting people to source housing)	Core 7, Core 8, Core 9, P6, S8*, S32*, S40*, H3, H4, H5, H6, H12
Mainstream Services – supporting people who have moved from homelessness into housing	Core 10, S32*, S40*, H8
Homeless Agency	Core 3, P1, S2, S17, S18, S20, H1
All <i>Pathway to Home</i> services	Core 4, Core 5, Core 6, P8, S1, S3, S11, S15, S16, S33, S34, S36
Domestic Violence Services ²²	S19, S39, S42
Core = Core action	H = Housing and supports action
P = Prevention action	* = Shared action between 2+ <i>Pathway to Home</i> services
S = Quality local services action	

5.1 The role of the Local Authority Housing Service as a provider and enabler

It is important to state here that the four Dublin local authorities have a dual role under the *Pathway to Home* model. That is of a direct provider of housing and services for person’s experiencing homelessness, and that of an enabling body that assists and ensures the provision of services by a voluntary provider where this is considered both feasible and desirable to help deliver the sought-after outcomes of the *Pathway to Home* model.

²² *The Way Home: A Strategy to Address Adult Homelessness in Ireland 2008-2013* mentions domestic violence as a cause of homelessness (p. 5) and acknowledges that the definition of homelessness in the Housing Act 1988 “is generally interpreted as including ... victims of family/ domestic violence” (pp. 16-17). However, responsibility to establish the need for domestic violence related services lies with Cosc, the National Office for the Prevention of Domestic, Sexual and Gender-based Violence (p. 28). Government policy does not yet specify whether or not domestic violence refuges and related services are to be planned, funded and co-ordinated as homeless services (e.g. as part of the *Pathway to Home* model funded through the Homeless Agency Partnership in Dublin).

5.1.1 Prevention services (including voluntary prevention services)

It is important to note and stress further, that in the context of the *Pathway to Home* model portfolio, prevention and preventative interventions spans across the range of services required within the model. Prevention, as outlined in the Homeless Agency Partnership strategy to prevent homelessness includes activities and interventions that are designed to:

- Reduce temporary and emergency accommodation in favour of ordinary and sustainable housing solutions, particularly for young people and families with children and single people.
- Reduce levels of repeat homelessness.
- Reduce levels of homelessness among specific risk groups.

Therefore, the *Pathway to Home* model and its constituent parts should seek to a) Prevent a crisis that leads to homelessness, b) Prevent people remaining homeless and c) Prevent recurring homelessness.

The Local Authority Housing Service (**A2**) will operate to prevent homelessness in a number of different, yet inter-related and reinforcing ways. As detailed in Section 3, the local authority will ensure the provision of quality information and advice on housing options that can prevent homelessness. For example, each of the Dublin local authorities; housing services will be competent in the provision of basic housing information and be able to advise on local housing options (particularly in relation to private rental housing) and will be also be able to refer any person who presents with a possible risk of becoming homeless to the appropriate prevention service.

The *Pathway to Home* model requires a clearly defined housing information and advice service that is delivered by both statutory and voluntary providers via a range of communication opportunities. Established communication opportunities will require it to be resourced with accurate, up-to-date and relevant information that can aid a person's decision-making and prevent homelessness. The development and dissemination of this information is a required competency under the *Pathway to Home* model suite of services that seeks to prevent homelessness. So too is the development and delivery of good public awareness programmes on the availability and roles of preventative services.

In the specific context of the *Pathway to Home* model, the local authority housing service across both city and county areas will refer into dedicated specialist prevention services on behalf of persons who present as being at risk of homelessness. Under the *Pathway to Home* model, homeless prevention services (**A5**) will include dedicated voluntary provider day services provision.

Day services are an important element of the current provision and will continue to play a vital role in the context of putting in place the *Pathway to Home* model, particularly with regard to people sleeping rough.

A full spectrum of programmes should be on offer within day services, which aim at reducing harm (e.g. addiction) and social isolation associated with homelessness, ensuring that food and nutrition are dealt with for those who may not have access to same. The progression of homeless persons through

the network of homeless, social and health care services they need is crucial in terms of integrating day service provision into a *Pathway to Home* model of provision.

In the context of further developments required, day services will:

- Be configured to ensure a strategic re-alignment with the preventative functions of the model.
- Ensure an emphasis on the localisation of day service provision alongside the provision of other *Pathway to Home* model services. This will be required in order to widen the distribution of day services across the city and county areas, reduce duplication and increase effectiveness of these services.

As part of the transition, the ISG recognises the need to seek alternative funding arrangements for those elements of day service provision that are not considered core under the *Pathway to Home* model portfolio, but nevertheless provide a required and useful social inclusion function.

Other prevention services under the *Pathway to Home* model portfolio (**A5**) will include independent housing information, advice and advocacy services and mediation and dispute resolution services delivered on a statutory and voluntary basis. For example, housing information, advice and advocacy explicitly focused on preventing homelessness is required that:

- Prevents risks to tenancies through quality advice and information.
- Diverts people who are at immediate risk of homelessness away from emergency accommodation through information, advice and referral.
- Reduces the length of time people spend in temporary accommodation through information on housing options and assistance with securing tenancies.

This requires that a range of competencies, skills and knowledge is established to deliver these interventions, including listening, problem solving, giving information, advising on options, and referral as appropriate, negotiation, representation and enabling and empowering the person to take action on their own behalf.

In addition, the Housing Support Service envisaged under the *Pathway to Home* model (**C2**) requires services that both prevent homelessness and support independent living. Early intervention housing support services that work to prevent homelessness include a range of tasks.

In effect, three different forms of housing-related support will be delivered by the housing support service that will assist in reducing the risk of loss of a tenancy and the risk of homelessness. These are considered in more detail in Section 5.4, but can be described here as:

- Emotional support: someone to listen when you need to talk.
- Practical support: someone to count on in a crisis.

— Informational support: someone to ask when you are not sure what to do.

5.1.2 The Local Authority Homeless Helpline

This is a specialised service available via a free phone number that delivers information and advice to individuals and service providers as well as, on an out-of-office hours basis, initial contact and placement into temporary accommodation for person's experiencing homelessness.

During office hours the Homeless Helpline Service (**A1**) will deliver housing information and advice that explores alternatives to accessing temporary accommodation and will seek to prevent the risk of homelessness becoming material and real. The service will refer into appropriate mainstream services and where prevention and diversion is not feasible, to the Local Authority Housing Service where initial contact and placement (**B1**) into temporary accommodation (**B3** and **B4**) can take place. This will require that the service can gather information on the circumstances of an individual and be able to refer a person to the appropriate Local Authority Housing Service (**A2**).

During out-of-office hours, the Homeless Helpline Service will provide an equivalent to the initial contact and placement service available during offices hours (**B1**) and will ensure access into temporary accommodation for a person at risk of rough sleeping and rooflessness. This will require that the out-of-office-hours Homeless Helpline will be competent in undertaking this task and will use the bed management function established as part of the Centralised Placement Service (**B2**) to reserve and secure a bed in an appropriate form of temporary accommodation. In addition, the service will advise on and help establish the next day follow-up contact required between the person and the Local Authority Housing Service. The out-of-office hours Homeless Helpline will also work closely with night time Contact and Outreach Services (**A4**) and with out-of-hours social work services to prevent rough sleeping. It is envisaged that the Homeless Helpline will build on existing provision to become available on a 24-hour basis (see Section 9).

5.1.3 Initial contact and placement

Where the prevention of homelessness and diversion from access to temporary accommodation cannot be attained, the Local Authority Housing Service (**B1**) across the four Dublin local authorities will ensure that initial contact with a person at risk of, or experiencing homelessness can take place in dedicated venues across the city and county area. The criteria used to assess a person as homeless will be common to all Dublin's Local Authority Housing Services and will be established under the operational criteria for the common assessment of homelessness (see Appendix D).

5.1.4 Centralised Placement Service

The Local Authority Housing Service will operate a centralised placement service that will manage, coordinate and monitor access and take-up of all forms of temporary accommodation via a unified bed management system. This will help ensure the effectiveness of the service response and its capacity, and help maintain high levels of occupancy and residence in temporary accommodation. It will reduce one-night only stays across temporary accommodation to a minimum and will seek to

eliminate its occurrence where it identifies it. It will also help ensure accurate data on the frequency and extent of use of temporary accommodation.

Once initial contact and assessment of need is made resulting in a decision to make a same-day response, access to the appropriate temporary accommodation is coordinated by this centralised placement service in collaboration with the relevant service provider. This will ensure placement in the appropriate form of temporary accommodation is made at the outset (where possible). Where a person accesses temporary accommodation and is subsequently required to be referred between the different forms of temporary accommodation, the placement service is again the gatekeeper that coordinates all such movements within and between the forms of temporary accommodation.

5.1.5 Contact and Outreach Services

Under the *Pathway to Home* model, contact teams that deliver street outreach services are required to meet the spectrum of needs of person's and household's discovered as being at immediate risk of, or engaged in, rough sleeping and rooflessness day and night.

Contact and engagement with an outreach service can occur directly where a person is discovered sleeping rough by the contact team or the service is referred to a person's whereabouts via the Homeless Helpline (**A1**). Upon contact, this form of street outreach will be resourced to ensure either a same-day (or next-day) presentation to the Local Authority Housing Service (**A2**). During day and night time, the service will be able to undertake a initial contact assessment of need and placement into temporary accommodation via the Centralised Placement Service. In order to reduce the risk of a return to rough sleeping, this service will ensure a 'next-day' follow-up for a person rough sleeping who was placed in temporary accommodation.

During daytime hours, the service will deliver assertive street outreach working to meet the needs of known street populations at risk of regular or intermittent rough sleeping and who are not linking in with preventative services or temporary accommodation established under the *Pathway to Home* model.²³ In-reach working will also be required and where a person is at risk of becoming roofless and sleeping rough, referrals can originate from the Homeless Helpline or directly from a *Pathway to Home* model service provider, or a mainstream public service. It is also envisaged that contact and street outreach services will work collaboratively with and have an active and engaging presence on site within Day Service provision.

Recent changes in the composition of the population who sleep rough in Dublin demand that additional competencies around language and translation, as well as best practice working, are put in place and resourced. Importantly, there can be no 'threshold' applied to the client groups for whom this service operates. The service will be delivered based on competencies in assessing risks of rough sleeping and in making appropriate interventions, referrals to services and placement into temporary emergency accommodation that prevent rough sleeping and rooflessness.

The service will therefore be both demand and needs-led and is required to be mobile across the geographical area of Dublin city and county. This will require that the service can support the localisation

²³ Reference examples i.e. mobile street needle exchange service.

of temporary emergency accommodation and the opening of new facilities and reconfiguration of existing services, subject to available resources or the reconfiguration of existing resources.

5.1.6 Temporary accommodation

The Local Authority Housing Service will ensure an appropriate quantity of temporary accommodation is available to meet the need across the Dublin city and county areas. It will do so as both a direct provider of temporary accommodation and as an enabler of voluntary service provision. The role of private emergency accommodation provision under the *Pathway to Home* model is to be phased out as a priority action and will occupy a residual role in the future (see Section 9 for more details).

As part of the reconfiguration of temporary emergency accommodation services under the *Pathway to Home* model, the building quality standards, size and specification of all forms of temporary emergency accommodation currently in use, are being established by the Local Authority Housing Service (see Section 8). Section 5.3 describes the role of temporary emergency accommodation in more detail.

5.1.7 Housing options and housing allocation

The Local Authority Housing Service in each of the four Dublin local authorities will deliver an allocation service for persons in housing need with homeless priority that works to deliver priority access to all available housing options that provide a secure and legal tenancy agreement.

Primarily, housing options will be sourced from within social and private rental options, but also where feasible, within affordable and shared ownership housing options. This will ensure quality housing is provided that is fully self-contained and that allows independent ‘own-door’ living. These housing options include:

- Local authority social rental.
- Approved housing body (housing association).
- Rental Accommodation Scheme (RAS).
- Social Welfare Allowance rent supplement (private rental).
- Social Housing Investment Programme (new DEHLG leasing arrangement).²⁴
- Local authority affordable housing schemes and shared ownership housing.
- Local authority group housing schemes for the elderly (social rental).

²⁴ Detail of how this scheme is envisaged, is set out in Appendix E.

5.1.8 Housing and supports for persons exiting homelessness

The *Pathway to Home* model will include new mechanisms, which are aimed at increasing options relating to housing and support for people experiencing homelessness, who are progressing along a pathway to independent living. These schemes are being introduced by the Minister for Housing and Local Services (DEHLG) and will significantly address the evidenced need for both housing and supports to meet the Vision of the Homeless Agency Partnership.

The first scheme Support to Live Independently (SLÍ) will involve the housing authority utilising accommodation procured through the existing social housing leasing scheme or accommodation available to local authorities in the form of suitable affordable housing that is unsold or considered unlikely to sell in the current market. This scheme will be targeted to persons with low to medium needs and the necessary supports will be provided on a visiting basis to tenants in their new accommodation.

The second scheme involves the extension nationally of the pilot operation of a variant of the Rental Accommodation Scheme (RAS), which enables authorities to use RAS to accommodate homeless persons who are not in receipt of rent supplement. The initiative also provides for an element of low level support (consisting of visiting support only) to be provided for a limited period of time, where this is necessary to assist the homeless household to sustain a tenancy independently. This scheme is targeted towards persons with low or no support needs.

Additional detail in terms of how it is envisaged the scheme SLÍ will operate is outlined in Appendix E. It is noted that both these schemes are subject to final agreement by the DEHLG

5.2 The role of the Community Welfare Service

The Community Welfare Officers (CWOs) working within the Homeless Agency Partnership structures have developed specialist functions for socially excluded groups at risk of homelessness (e.g. ex-offenders, persons leaving care, destitute migrants and non EU nationals). In the context of the placement function being delivered by the Local Authority Housing Service, it is important that the welfare and income maintenance competency is maintained as part of the core functions of CWOs working within the *Pathway to Home* model's overall preventative function.

The key role played by CWOs in addressing income inadequacy as a risk factor that triggers homelessness is an important element of how their overall role can prevent episodic or repeat homelessness. The use of Emergency Needs Payments as rent deposits, the up-front payment of SWA rent allowance and use of adjustable SWA rent limits as per SWA Circular No 04/08 are critical in this regard.

The *Pathway to Home* model requires a close alignment and consolidation of functions between the HSE Community Welfare Service (CWS) and the Dublin local authorities in the prevention of the risk of homelessness becoming material and real and also in reducing the period of occupancy of temporary accommodation by persons experiencing crisis homelessness and rooflessness who predominantly need access to housing with support (as required).

To this end, it is envisaged the CWS operating as part of the Homeless Agency Partnership (known as the Homeless Person's Unit) will become reconfigured to deliver a local and flexible service that offers an immediate diversion from entry into temporary accommodation and towards adequate and accessible private rented housing for households at risk of homelessness (due to income inadequacy and loss of tenancy or equivalent).

A current example of this is the close working relationship between Dun Laoghaire Rathdown County Council (DLRCC) Housing Welfare Team and the Community Welfare Officers (CWO) of the Homeless Person's Unit (HPU) in the delivery of a local registration, referral, placement and advice service for individuals and families presenting as homelessness.

Another important preventative aspect of the CWS is the early intervention hospital and prison in-reach service currently provided into 10 prisons and three hospitals that provides a pre- and post-release service focused on the welfare, income and housing options of persons who were experiencing homelessness upon admission and committal and are at risk of homelessness upon release. The fact these functions are in place offers an opportunity to build-up a more enhanced service that is replicated across the Dublin city and county area as per the Homeless Agency Partnership emphasis on the localisation of services as laid down in *A Key to the Door*.²⁵

Using inter-agency protocols currently being established under the Homeless Agency's Care and Case Management Strategy presents a further opportunity to enhance the preventative function of the CWS. Specifically, CWOs could begin to develop a key-working service that delivers a holistic assessment of needs for those households they successfully divert from temporary accommodation that helps adjudicate on and inform the type of housing support service a person or household may require to reduce the risk of future repeat episodes of homelessness.

This is an overall additional facet to the operation of the *Pathway to Home* model proposed by the ISG and not specifically based on any one recommendation made as a result of the work concluded in 2008.²⁶

5.3 The role of Temporary Accommodation in the *Pathway to Home* model

Two forms of temporary accommodation will be established under the *Pathway to Home* model. The first will be referred to a Supported Temporary Accommodation (STA) (**B3**) and the second form is referred to simply as Temporary Emergency Accommodation (TEA) (**B4**). Residents of TEA will not be persons assessed as having multiple mental ill health, psychological or addiction issues or known to be at risk to themselves or others.

25 Core Action 5 of *A Key to the Door* refers to the agreement to localise 'mainstream and specialist homeless services.

26 Reference 3 priorities work in 2008.

5.3.1 Supported Temporary Accommodation (STA)

Supported Temporary Accommodation (STA) is a specialised form of accommodation for persons with needs requiring a specialised form of support. These include:

- Persons with so-called needs related to mental ill-health and drug and alcohol dependency.
- Persons (and dependents) fleeing domestic violence.
- Ex-offenders.
- Persons leaving institutional care.
- Young persons leaving care.

In this form of accommodation the key-working service will undertake the required Holistic Needs Assessment, ensure registration with the local authority and that the Assessment of Housing Need is completed and that preparation for move-on to the selected housing allocation is made. All residents will be allocated a project 'key-worker' for the duration of their stay to help link into the mainstream healthcare, welfare, education and training (etc) services as required.

In addition, Supported Temporary Accommodation will deliver programmes that address the training, education, life-skills and well-being requirements of their residents as required. For example, these could include addressing illiteracy and innumeracy issues, household budget management, food preparation, and diet and nutrition issues among others. In this way, issues related to (among other things) a person's lifestyle, health needs, income inadequacy and their relationship to the labour market are addressed in a way that positively impacts the cause and nature of their experience of homelessness.

However, this form of accommodation (STA) will require the provision of dedicated programmes of intervention for example, that can stabilise a person's drug and alcohol-related lifestyle, and address and ameliorate behaviour associated with addiction. Therefore a range of visiting mental health, addiction and Primary Care Teams will provide services and related programmes in-situ for persons resident in this form of accommodation. The period of residence is limited to six months prior to move on housing options and housing support becoming available and in place. Options on extending of this time-scale will only be possible due to exceptional circumstances as agreed with the Local Authority Housing Service.

5.3.2 Temporary Emergency Accommodation (TEA)

For a person assessed with a general accommodation need and low (if any) support needs the form of provision will be Temporary Emergency Accommodation (TEA). During their period of residence in TEA, the person's holistic assessment of need is completed as appropriate. The key-working service will ensure that where a person can be diverted into private rented accommodation within a short period of time that this is undertaken as a priority option in collaboration with the Local Authority

Housing Service and the Community Welfare Service. As in STA, the key-worker will also ensure that the person is registered with the local authority and that a full assessment of housing need is undertaken (where appropriate). The key-worker will also help establish and/or maintain links to the mainstream healthcare, welfare, education and training (etc) services as required.

Following on from this, and as soon as possible, the key-worker will begin a period of joint-working with the Local Authority Housing Service (to identify housing options, a housing provider and to confirm the housing allocation being made is suitable to assessed need) and also with the housing support service (in order to develop and confirm that the required housing support plan is in place (see Section 4.2). Residency in TEA is time-limited and progression towards an exit from homelessness must be achieved within a time limit of to six months, but preferably sooner.

5.4 The role of Housing Support Services

Housing support in the *Pathway to Home* model is a different, separate form of service to care provision and is a key component of the model that secures and maintains progress toward independent living for persons who experience homelessness. The significant distinction made here is that all *Pathway to Home* model services that provide ‘assistance with’ the doing of some required task can be considered a form of support, rather than services that are ‘doing for’ a person, which are considered as a form of care. There are obvious grey areas where a task can be regarded as both support and care depending on the actual practice used to deliver it. However, a useful example of a definition of housing support is provided by the Housing (Scotland) Act 2001, Section 91(8) as:

‘Any service which provides support, assistance, advice or counselling to an individual with particular needs with a view to enabling that individual to occupy, or continue to occupy, as the persons sole or main residence, residential accommodation.’

Facets of what can be considered as housing-related support working are funded under current Homeless Agency Partnership arrangements (e.g. tenancy sustainment service, re/settlement service). However, a consolidated suite of services configured to both prevent homelessness and to support independent living needs to be instigated. This requires dedicated housing support teams operating to deliver the tasks agreed as comprising the housing support service.

There are three aspects to housing support in terms of delivery and practice under the *Pathway to Home* model. These are:

- a. The period the support is provided for (short, medium and long-term).
- b. The form of housing-related support provided.
- c. The specification of tasks/actions delivered as housing-related supports.

The Local Authority Housing Service will work collaboratively with the housing support team, key workers, case managers, and HSE staff in identifying the level and duration of supports required for persons assessed. It is also important that a person's support requirements are adjusted as needs change.

The period the support is provided for will be assessed by the housing support team in agreement with the accommodation provider, the key-working service and the person involved. It will be set out in the individual's housing support plan and will be agreed and put in place prior to a person's move-on from temporary accommodation into housing.

Two forms of housing support will be available under the *Pathway to Home* model. The first form is visiting housing-related support services. These are person-centred supports delivered independently of the form of housing occupied at any one time by the person. There will be generic and specialist types of this support. The generic type may typically be visiting support required to enable an individual to occupy (or continue to occupy) their housing as their sole or main residence.

The specialist type may focus solely on crisis intervention work and will then float away. This will require that specialist knowledge, training and competency is established by housing support teams who will be capable of delivering higher intensity support. Secondly, there will be housing related support services provided on-site within a housing scheme.

The range of tasks regarded as housing-related support includes lower range housing-related services (such as assistance with security, or basic repairs) across a spectrum of tasks. It also includes actions towards higher range services (such as helping to develop a person's resilience and capacity through social networking) to more specialist services (focused on dealing with relationships, life-skills training, dispute resolution, benefits claims and appeals or debt counselling).

The following in Table 3. are examples of these tasks. It is not an exhaustive or final list of the type of housing support services that are envisaged under the *Pathway to Home* model.

5.4.1 Long-term supported housing for people with complex needs

It is acknowledged that for a smaller cohort of formerly homeless people who may not be able to live independently and who are presenting with complex and multiple health/social support needs, there will need to be intensive on-site healthcare and housing supports made available as appropriate. Further scoping and clarification is required in order to further identify the level and range of competencies required to ensure this provision is in place. In achieving this, specific reference must be paid to Priority Action 4.4 (long-term supported residential accommodation) of the National Homeless Strategy Implementation Plan (page 27).²⁷

²⁷ Priority Action 4.4 -Long-term supported residential accommodation is stated as follows:

'Ensure that an adequate supply of long-term supported residential accommodation will be available for formerly homeless people who are unable to live independently, which can embrace a range of different accommodation arrangements to cater for the range of needs arising' See page 27 and constituent/supporting measures.

The ongoing roll out of the Homeless Agency Partnerships Care and Case Management Strategy (i.e. Core Action 4 of *A Key to the Door*) and the university based accredited programmes will be an important underpinning in relation to the development of this area.

Table 3. Tasks and functions of the *Pathway to Home* model housing support service

General counselling and support:	<ul style="list-style-type: none"> befriending developing social networks advising on food preparation reminding and prompting (e.g take medication) non-specialist counselling ('life skills')
Assisting with:	<ul style="list-style-type: none"> linking in with mainstream services security maintaining safety arranging minor repairs and servicing arranging and attending meetings and appointments shopping and errands
Advice on (or Assistance with):	<ul style="list-style-type: none"> use of domestic appliances, personal budgeting and debt counselling dealing with relationships dealing with neighbour disputes dealing with benefit claims resettlement and moving
Arranging:	<ul style="list-style-type: none"> adaptations to cope with disability social events for residents of supported accommodation
Providing:	<ul style="list-style-type: none"> life skills training emergency alarm and call systems