

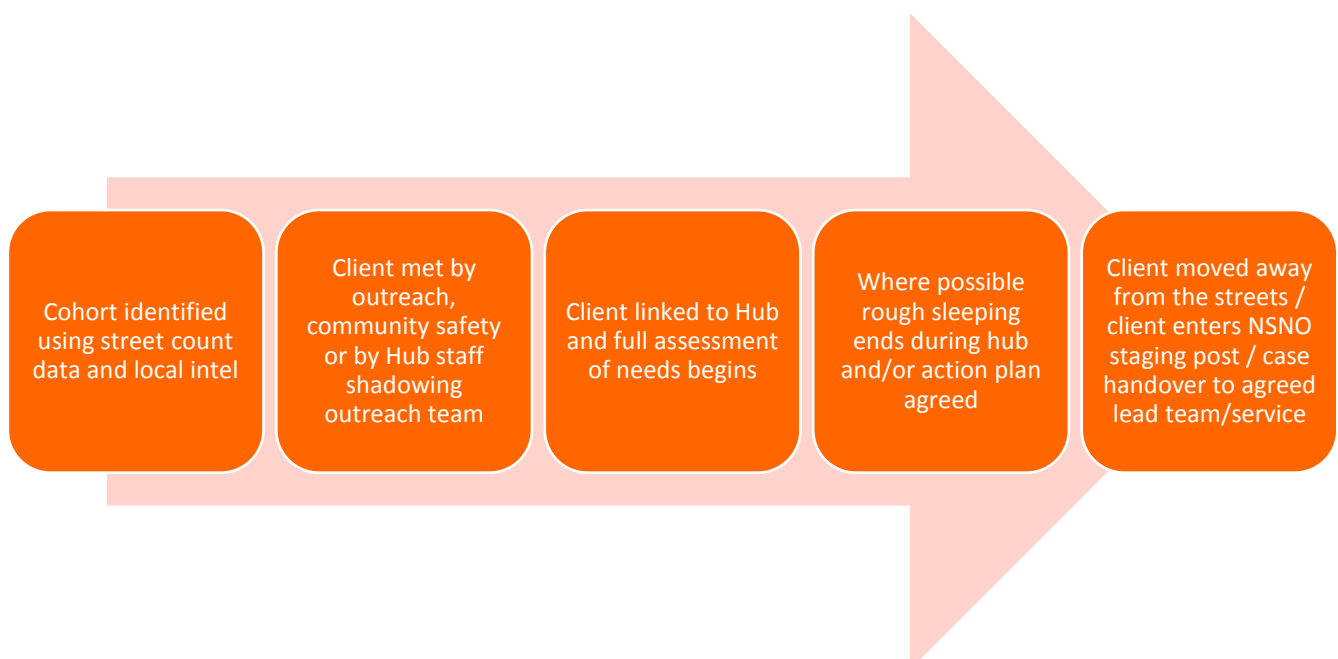
Floating Hubs

Purpose: To provide time limited, intensive interventions to specific rough sleeping cohorts and/or hotspots.

Model: A multidisciplinary 24/7 assessment hub lasting 1-2 weeks based on NSNO/SWEP style service model (but not limited to new rough sleepers) with intensive assessment and through care. Each cohort will be identified via local intelligence, data and street counts to support existing services or to intervene in areas with no/limited resource

- 24 hour service. 6-8 weeks lead-in time to establish building, coordinate services required, agree interventions and get local support
- Offers intensive wraparound assessment and support for 1-2 weeks to approx. 15 people at any one time
- Once hub closes resources will be in place to follow-up client action plans: agree agency leads and action plans and progress on it, or move to staging posts so staff can continue to work on cases (e.g. complex or challenging cases) or present with them at Housing Options
- Max. 28 day target to close cases once hub is closed.
- Responsive to changing and emerging needs on the ground
- Coordinated and multi-agency
- Hubs to be multi-disciplinary e.g. physical health, MH, substance use, immigration advice – wraparound approach

Floating hub – the client journey



Required Local Authority input for a floating hub within the borough

1) Provision of a building

Essential	Desirable
Proximity to hotspot areas	Small kitchen/food prep/communal area
Main space for at least 15 camp beds	Shower facilities
Space to be used as office (4 staff)	Laundry facilities
2-3 separate rooms that can be used for assessments or partner drop ins	2-3 parking spaces for hub vehicle and partner vehicles
Toilet facilities	
Several permits for parking in the local authority area for duration of hub	

2) Outreach input (where LA has a commissioned outreach service)

- LA to supply outreach contact details (where not Mungo's service)
- Outreach to meet with Floating Hub team in implementation phase
- Outreach to identify potential clients and provide intel around support needs
- Outreach to publicise hub offer to agreed clients on shift in weeks leading up to hub
- Outreach to locate and support clients to access hub after opening date
- Outreach to collaborate on action plans and follow these up where clients are handed back to outreach as lead agency after hub closure

3) Support to establish key local partnerships

- LA to provide Hub Manager with contact details for statutory partners for
 - Housing pathway
 - Police/ Community Safety
 - Adult Social Care / Safeguarding Lead
 - Commissioned Drug/ Alcohol team
 - Commissioned Mental Health
 - Local Job Centre / Housing Benefit team
 - Local GP surgery
 - Other relevant local voluntary support agencies
- LA to inform partners of hub opening/aims and support hub manager to arrange operational meetings.
- LA to inform partners of expectation that they will:
 - provide their service from the hub where possible
 - prioritise/fast-track hub client cases. This is important across all domains but especially in relation to housing in case where a local connection is established, which is vital to the success of the hub
 - follow-up supporting the client after hub closure as lead agency or on instruction of lead agency to whom case is handed over by hub staff, as per action plans.