

COMPLEX NEEDS ALLIANCE CONTRACT

I. BACKGROUND

The Complex Needs Alliance Contract provides services delivered by The Plymouth Alliance. The Plymouth Alliance, (TPA), is made up of seven partner organisations; BCHA, Hamoaze, Harbour, Livewell, PATH, Shekinah and The Zone, who are contracted as an Alliance so that these suppliers share responsibility with the Council for achieving outcomes and are mutually supportive, making decisions based on the best outcome for the service user. TPA commissions a further five sub-contractors to the main contract, (CC Housing, Livewest, Salvation Army, Westward Housing and Young Devon). The contract was awarded in 2019.

The vision of TPA is to improve the systems responding to those experiencing multiple disadvantage and experiencing complex lives, supporting the whole person to meet their aspirations and to participate in and contribute to all aspects of life. This is a key preventative collaboration for the city and needs to be aligned to the city's core priorities under the Corporate Plan: Working with the Police to tackle crime and anti-social behaviour; Working with the NHS to provide better access to health, care and dentistry; and Keeping children, adults and communities safe.

The specific aims of the Alliance are to:

- 1.1** Enable Plymouth City Council to meet its statutory requirements and to take appropriate steps to improve the outcomes of people at risk of homelessness, people with problems in relation to substance and alcohol use and with complex needs
 - Reduce the numbers of people sleeping rough for the first time
 - Support those currently sleeping rough to move off the streets
- 1.2** Support those in temporary accommodation to retain their placements and find move-on accommodation opportunities
 - Reduce the number of drug related deaths, both in and out of treatment
 - Increase the number of treatment places
- 1.3** Improve the capacity and quality of drug & alcohol treatment services by reducing caseloads and increasing the professional staff mix
 - Increase the number of all adults in 'structured treatment'
 - Increase the number of prison leavers with a substance misuse issue engaging in community treatment 3 weeks after release
- 1.4** Monitor progress and develop organic reflexive system responses to meet presenting needs

2. CURRENT SERVICE DELIVERY

Despite the national challenges outlined above, the Plymouth Alliance have met the needs of thousands of people over the last 6 years and continue to work as a system response and bring added value to services for those experiencing multiple disadvantage and complex lives, responding to demand and needs.

Alliance achievements throughout April 2023-2024

Harbour

- 1,328 referrals received by Harbour
- 2,061 adults offered treatment at Harbour
- 169 individuals worked with Harbours Homeless team
- 190 people successfully completed treatment with Harbour

- 8,106 Needle exchange transactions across the city
- 743 Naloxone kits distributed

Livewell

The number of people who use services seen in homeless provisions by the Complex Needs Team, April 2023 - April 2024 was 154.

The number of referrals for assessment and key working to the Complex Needs Team, April 2023 - April 2024 was 136.

The total number of prescriptions provided since April 2023 - April 2024 (including prescription changes) was 24,384.

The total Number of people who uses services open to Livewell prescribers and receiving prescriptions :

April 2022 - 696

April 2023 - 726

April 2024 - 766

Shekinah

Shekinah have delivered 55 community learning workshops, which range from 1 day to 8 weeks. They have delivered 36 accredited learning courses, which are 6 weeks in duration.

96 individual learners have successfully completed 289 individual learning aims and progressed through their chosen path.

Path

In 2023/24, the team evidenced 480 people sleeping rough in Plymouth, an increase of 25% on the previous year.

400 Male

79 Female had a local connection to Plymouth.

280 people were open to a Path Housing Support caseworker during the year

187 cases were closed during the year – 166 were positive outcomes.

Main Outcomes at closure:

- 13 secured a Private Rented Tenancy and were supported to maintain it.
- 26 Secured a Social Housing Tenancy and were supported to maintain it.
- 8 were assisted to maintain / save their current tenancy.
- 9 secured supported accommodation.
- 6 secured temporary accommodation.
- 2 were supported into a long stay care homes/hospice.
- 8 were living with family or friends.
- During the year, 63 people were supported by the team to maintain their tenancies or move on into a tenancy.
- 51 people who uses services moved on from the service during the year:
- 16 moved on from Path temporary accommodation into Private Rented Tenancies
- 6 moved on from Path temporary accommodation into Social Housing
- 6 were supported to maintain their Path Private Rented Tenancy
- 4 were supported to end their tenancy positively (move on to another PR tenancy)

The Zone

- 537 young people supported via Drop in and Case Load.
- 4256 contacts with young people both face to face and with other professionals throughout the year.
- 4986 hours of support provided to young people.

ZAP secured £9819.85 in grants for young people. £2993.35 of these grants were from the Youth Hardship Fund funded by Plymouth Drake Foundation. £6,826.50 were from grants from charitable funds including the Vicar's Relief Fund.

ZAP continued to refer young people with no fixed address to HSBC to open bank accounts and since July 2021 have referred 66 different young people.

ZAP worked actively in partnership with other young people's services, acting as a virtual hub, and now has staff co-located with them from Harbour, CAMHS, Community Connections and SPARK. During 2023/24 there were 112 YHIPS referrals to supported accommodation for young people aged under 25 from 14 different sources. ZAP completed 70 referrals (62.5 %).

82% of Young People left the service in a planned way and were able to secure or maintain their accommodation.

98% of young people supported by ZAP were pleased or extremely pleased with the service they received.

BCHA

In the past year they conducted: over 160 family assessments.

Supported over 100 families during homeless applications.

Attended 25 Child Protection, Child in Need and Early Help Assessment Tool meetings.

Helped 58 families move into social housing

Hamoaze

A new manager who will oversee continuity of care for people released from prison, help with community building and fundraising, and oversee what was called their 'winter provision' (soon to be renamed). Recent planning permission approval for all year-round permanent provision is excellent news.

A new Manager who will oversee the strengthening of their family support offer, and services for Young People, and will develop a VAWG program of change to help Hamoaze become a safer place for women. Recent research has identified the need for mixed sex treatment spaces to do this. Women using their service want this too.

A Youth Support (substance misuse) Worker to assist in their YP's Excluded from school cohort.

3. USE OF ADDITIONAL FUNDING

Drug and alcohol treatments and support services across Plymouth are currently provided by a collaboration between the following partners of the Plymouth Alliance (their respective current core budget allocations in relation to these services is detailed below:

Core Allocation 25-26

Harbour	£1,739,722
Livewell	£976,809
Hamoaze House	£336,912
Shekinah	£73,842

Drug and Alcohol Treatment, Recovery and Improvement Grant (DATRIG) will allow for additional services in relation to drug and alcohol treatment and support services. Additionally

sums payable to the above partners as a result of this expanded service for 2025/26 are proposed as follows:

Harbour	£962,462.00
Livewell South West	£848,188.00
Hamoaze House	£302,355.75
Shekinah	£107,075
The Zone	£67,000
BCHA	£161,603
Total	£2,448,683.75

These sums will be distributed across the Alliance (as outlined above) to provide further additional Drug & Alcohol treatment and support services. Grant spend is monitored quarterly by the national OHID team. Any underspend is tracked and must be formally reprofiled. Reprofiling underspend requires approval from the national OHID team to ensure that this funding is being spent adequately within drug and alcohol treatment services (The Alliance) and that it meets the identified need of the local population. Any underspend that is not declared or in proper use will risk further funding and penalties. There is also increasing scrutiny of public health spending, the regional Director of Public Health is attending biannually to ensure that funding is being spent appropriately on public health activity.

Harbour

Harbour are a Plymouth based substance misuse charity. They provide drug and alcohol support services to people with Complex Lives. For over 30 years they have helped people to realise they are not alone and that they have the power to make positive changes in their lives. Additional Drug and Alcohol Treatment, Recovery and Improvement Grant funding will provide expanded delivery covering the costs of specialist naloxone development programmes, a manager, a harm reduction outreach co-ordinator, specialist alcohol and support workers, criminal justice workers and business support.

Livewell

Livewell Southwest is an independent, award-winning social enterprise providing integrated health and social care services for people across Plymouth, South Hams, and West Devon. Livewell provide a range of health-related services under the Alliance contract. The Drug and Alcohol Treatment, Recovery and Improvement Grant additional funding will cover the cost of an additional nurse practitioner, specialist pharmacist, pharmacist nurse practitioner, Nurse manager, Psychologist, Detox nurses, Support workers, dual diagnosis support workers, consultant psychiatrist, specialist addiction doctor, specialist GP and a medical secretary.

Hamoaze House

Hamoaze House are a local charity that provide opportunities for support to adults, families, individuals, and young people whose lives are affected either directly or indirectly by problematic relationships with alcohol and other substances. Hamoaze House provide a range of day service and counselling opportunities. The DATRIG additional funding will cover the cost of additional substance misuse day services workers, a peer support co-ordinator, a Day Services Manager, a Community Manager, a Youth Substance Misuse Support worker and maintain the uplift to pay across the day service.

Shekinah

Shekinah is a charity providing support to individuals to find accommodation, improve their physical and mental wellbeing, provide training and personal development opportunities, and give practical support to find employment. The DATRIG additional funding will cover the cost of an additional workforce trainer and a skills and employment trainer.

The Zone

The Zone is a charity who provide information and support to young people for mental health, sexual health, housing, and victim support. The additional funding will cover the cost of two youth support early intervention workers, focusing on supporting young people who are at risk of homelessness and with emotional health needs as an early intervention which will reduce the risk of substance use in future