

Westminster Homeless Health Action Group Meeting Minutes

9th October 10am – 12pm

Venue: Francis Street

Apologies: Wytham Hall, MOARs

Attendees: 10

Name	Service
Victoria Aseervatham	WCC Rough Sleeping Commissioner
Kaz Mayes	CSTM
Peter Smith	King George's
Suzie Butt	King George's
Anna Midgley	St Mungo's HHCP
Amy Middleton	Mayday Trust
Natalie Petryszyn	Turning Point
Ed Addison	SOS
A.Eyo-Ephraim	CGL
Jim Doodle	Compass

PRESENTATIONS

The following presentation were presented and discussed: -

- 1) **SASH – Support and advice on sexual health. Natalie Petryszyn**
Natalie.Petryszyn@turning-point.co.uk

SASH improves residents' sexual health through coaching, counselling, one to one or group support, and by teaming up with other local services. Sexual health is for everyone, so we have a diverse and brilliant team who support people living with HIV, Black, Asian and minority ethnic (BAME) communities, the LGBT community, young people, sex workers, and more. Learn about the [people and communities we work with here](#).

SASH is a partnership, led by [Turning Point](#), alongside [NAZ](#), [London Friend](#), [METRO Charity](#), and [Marie Stopes UK](#). Each organisation brings their own specialisms and

expertise, ensuring that anyone who uses our services gets care that is tailored to their needs.

The first step is to get in touch, and we will work with you to find out the best kind of support. Our services vary hugely from the briefest of interventions and one-off workshops, to counselling and coaching relationships that last 12 weeks. A member of the SASH team will discuss what the needs are at the first assessment.

To access any of our services, head to the [referrals page](#), or give us a call on 020 7851 2955 or email info@sashlondon.org.

Locations for SASH can be found at: <http://wellbeing.turning-point.co.uk/sexualhealth/find-us/>

SASH provides a service for individuals with learning disabilities (providing longer appointments and extra support – at clinics in Hammersmith and Ealing). If needed please ask when referring about these services.

If your service is interested in having SASH visit to deliver a workshop contact Natalie to discuss this. For example, they can provide condom demos or talks breaking down the stigma of HIV. They could also invite clinics to visit to deliver sexual health testing.

Sexual health training via SASH can be booked at their Eventbrite link included below: <https://www.eventbrite.co.uk/o/sash-london-18485477853>

2) Personal transitions service (PTS) Mayday Trust in Westminster - Amy Middleton **Amy.Middleton@maydaytrust.org.uk**

Wisdom from the Streets - In 2011 Mayday carried out an inquiry with the people we were working with to find out what they really thought of the homelessness services that they received. From this, two main things screamed out:

- That the process that people had to go through when they became homeless was dehumanising due to the constant needs and risk assessments, and institutionalising. People were becoming trapped in cycles of dependence in services designed to support them.
- The outcomes weren't good enough. We saw too many people coming back into our services, unable to move on as they had no friends or life outside of 'their homeless community'

Research into this also told us:

Focussing on weakness and needs only gets limited results. Whereas when we focus on strengths sustainable lasting change is possible.

Fixing doesn't work it focusses on the problems not the person and reinforces a sense of failure. When we are more person centred barriers are removed that allows for positive risk taking so people can grow their ability to change for themselves.

Segregation is harmful. As a sector we've created a whole industry that separates people from their communities therefore making it more difficult for people to reintegrate back into communities.

The Wisdoms and research led us to co-design a new approach that was person-led, not process-led. As part of the process for change we realised our definition of what the problem is and our vision needed to change. People will always go through difficult times

that may see them homeless or at risk of being homeless, but if the system was to work effectively people would be able to transition out of these situations quickly and without the need to become trapped into services.

What is PTS coaching?

Asset coaching passes power back to the people, seeking and building on strengths and aspirations as the key driver for change. They broker opportunities within the community based on people's talents and interests so that they begin creating a new identity and narrative and developed networks and friends outside of the homeless community or industry that they have become trapped in. The aim of the PTS is that people can transition out of their situations quickly, with dignity and respect when they have access to the right personalised interventions at the time that is right for them.

Working with a coach is voluntary and at a pace that is right for the person. We don't work from offices, or in hostels we meet at a place that is comfortable and convenient for the person at a time that is suitable for them. Frequency of meetings is also up to the person. We focus on building a trusting relationship. We take time to really get to know the person focusing on what is important to them, not being the 'expert' or telling them what is best for them.

We allow the person to share with us, the information they choose, no lengthy referral forms or risk assessments, to try and address the imbalance of power and accept the person for who they are, rather than their history or "issues", no prior judgements from the coach. The individual decides the agenda and direction of travel towards a better life for them.

A coach walks side by side with a person to identify and overcome system barriers together so that a person can build resilience and confidence in their own abilities.

The person will have a safe space to explore their own identity and better understand how their life experiences have influenced who they are. Supporting people to develop their own identity and positive sense of self, away from the negative labels and identity they may have internalised- helping them to increase their sense of worth and hope for the future. With a stronger sense of self, they will be better able to make decisions about positive changes they would like to make.

Coaches help people gather evidence that they can achieve, building internal motivation to move forward and get to where they want to be. The person can put this learning into practice, try new things, build new relationships and reflect on their achievements.

Personalised opportunities – Coaches link people with a range of opportunities locally, to help them identify their aspirations and purpose and gain practical evidence that they can succeed. This helps them rebuild their identity.

Building positive networks - The coach will work with people to connect with other people and organisations in the local community, developing new friendships and positive attachments. Encouraging them to build a support network around them, outside of services, not being dependent on the coach, and being able to cope with tough times in the future.

Asset Development - Personal asset development is an important part of PTS. This is a unique evidenced-based tool designed to identify people's strengths and show the individual their positive progress over time. The way the PTS is delivered supports people to recognize and do more of what they are good at, where their personal assets are strongest.

Assets are the building blocks that we all need in order to live positive and healthy lives. The more assets people have, the less likely they are to engage in a wide range of high-risk behaviours and the more likely they are to thrive.

Outcomes - The person will achieve what they want to and transition through their tough time, new understanding of the context of their situation, established support network outside of the sector, better understanding of themselves and a stronger sense of self, sustain positive life changes, be able to get through further tough times with dignity in the future.

Traditional hard outcomes are often achieved as a side effect of being motivated to do something they are passionate about.

Clients from Westminster services are welcome to refer to the PTS. A referral form and a PTS information brochure will be attached to the email accompanying these minutes.

3) Senay, Advance - Senay Senay.D@advancecharity.org.uk

The domestic abuse service in Westminster is managed by Angelou Project started in 2016 and it is a partnership of 9 organisations. Referrals go via the Angelou Project and then allocated to the relevant organisation to provide support. To refer: call **0808 801 0660**

Angelou is: Advance, Standing Together Against Domestic Violence, Galop, Woman's Trust, African Women's Care, Solace Woman's Aid, Hestia, Women and Girls Network, DVIP and Al-Hasaniya.

They can help with:

- Sexual violence or abuse, including rape and child sexual exploitation
- Domestic abuse, this includes familial as well as partner relations
- Stalking and harassment
- Harmful practices, such as FGM and honour-based violence
- Faith-based violence
- Support tailored to specific backgrounds and needs, such as ethnicity and sexual orientation
- Support plans carried out with the woman
- Specialist Independent Domestic Violence Advocates (IDVA) for short term crisis support (3 months and extended to 12 months if needed)
- Counselling and access to the Freedom Programme
- Building confidence/ resilience drop in sessions (no need to commit)

Angelou's website has a directory with information on where to turn to depending on your situation, such as vulnerable adults, human trafficking and age:

<https://www.angelou.org/directory>

Vera is the Domestic Abuse Support Outreach worker in Westminster who works with complex clients. To refer to Vera, you will need to refer via Angelou (call **0808 801 0660**) and state that you would like a referral for a complex client via the outreach worker in Westminster. The service requires a long risk assessment to be filled out, but whilst working with a multiple needs client they can be flexible with this - working with the immediate domestic abuse support needs, and completing the risk assessment at a later time whilst working with the client.

Alison Rush is the Multiple Disadvantage Representative at the MARAC meetings for rough sleepers in Westminster. Alison will research and feed into any cases where the victim survivor or perpetrator is known to homelessness services. She can present on behalf of agencies where requested. Email: alison.rush@mungos.org, mobile: 07525 702560.

The DASH RIC risk assessment and the MARAC referral form can be found at: <http://www.standingtogether.org.uk/local-partnership/marac>

4) Spaces still available on the Anneemo training – Sign staff up!

Online training organisation of high quality training for staff working in Health & Social sector. Online training that you can sign on and return at another time. It is user friendly / interactive/ PIE training for staff.

Westminster Council have paid for 500 people to complete the PIE training. There are currently approximately 200 slots left. If you would like to sign up to the PIE training contact Fauz Faraj fauz.faraj@aneemo.com.

Anyone completing the training will need 90% compliance for watching videos and 60% pass rate for test at the end to receive a certificate.

Also note there is a free Rough Sleeper Mental Health Awareness Training <https://academy.aneemo.com/p/rough-sleeper-mental-health-awareness-free>.

Fifteen leading experts (incl. service users, Sir Michael Marmot, Deputy Mayor James Murray, A.Prof Nick Maguire, Jane Cook DoH MHCLG amongst others) will discuss the context and complexity of need, approaches to engagement and support, recognising and working with risk and key mental health and substance use problems. The course will also explore the use of legislation such as the Mental Health Act, navigating the NHS and helping those with 'no recourse to public funds'.

Website: www.aneemo.com

- 5) A polite reminder that **social service referrals are to come via Anna** so that any advice can be provided to staff before sending to adult social care.
- 6) **Bed bug management information sheet attached to email with minutes** – thank you so much for everyone's input to the bed bug management information sheet!! All your feedback has been compiled and ready to be shared.

Please note the next meeting will take place on December 11th 12.30pm-2.30pm