

Provider Engagement Event

29th September 2021

Breakout Session Notes

Have we got this right?

- Trauma informed approach is the way forward and this has been the direction for a number of years. Must include reflective practice
- Thought Trusted Assessor Model was positive and will take the pressure off Housing Options but help the client to find the right service.
- Bradford had a strong provider network group but on some level the group hasn't collaborated to work together to reduce homelessness in particular for multiple disadvantaged.
- Like Social Value being attached but this needs the providers and LA to explore opportunities and work together.
- One provider mentioned that they had started to work with community groups to provide guidance and support and this was working well.
- Smaller hostels are costly compared to larger hostels but generally hostel provision is an expensive model. Providers tend to need to find other sources of funding to sustain a hostel model and some smaller providers may struggle.
- Trauma Informed Approach may increase the length of time in provision.
- If we go down the route of smaller hostel provision the value, the client will gain is worthwhile.
- Other areas are implementing similar approaches: including a pathway through services, collaboration and working with registered providers

Have we missed something important:

- Use of technology is an important advancement in all types of services.
- Larger hostels can create peer advice and support and we shouldn't lose sight of that.
- There has been an emphasis on reflective practice in other recent commissions
- Consider a Trauma Explorative Group involving providers and the Local Authority to drive forward Trauma Informed Practice.
- More involvement is needed from the Private Sector Landlord schemes.
- Providers would appreciate introduction to housing associations in the District to begin negotiations [other areas have failed when they just assume new providers will be able to foster partnership without contacts being shared]
- Need an integrated system and pathway through services. A shared IT system may benefit this [discussed CIVICA as a referral / contract management tool]
- Important to ensure we add non-commissioned supply to get an accurate overall picture
- Are smaller contracts deliverable

Is it deliverable:

- Good to look at smaller contracts and this works well in some areas i.e. Housing First.
- The challenge will be managing a flow of properties. Providers will need to explore partnerships and effective void management processes.
- It will be a challenge to source accommodation where a resident can stay indefinitely

- Providers may need a range of housing partners [including private landlords] in order to have rapid response as well as long term partnerships
- Only if have access to quality move on accommodation
- If LA facilitates links with RSL's
- The spec looks good – liked the idea of starting off as with what they currently have and then work together to improve services
- Exciting for a new provider to come in and work with the council