

Member Briefing

Number: 1139

Title: Homelessness Support Service

Summary: This briefing provides a progress update on the mobilisation of the new Homeless Support Service which is due to start 1 April 2018.

Cheshire West and Chester Council has appointed ForViva to deliver a holistic homeless support service across the borough. The new service will start in April 2018 and we are currently working to ensure a smooth transition of services for clients and staff.

The new service replaces four separate support services currently delivered across Cheshire West and Chester by P3, Stonham, Forum and FENW. The staff who work for each of these organisations will transfer to ForViva and deliver the new service.

The brand name for the new service will be forfutures.



This brand has been developed with feedback from customers and staff which included the following.

- Use a friendly, warm, approachable font.
- Use fresh yet calming colors - green, blue, orange/yellow
- Be cheerful, empathetic, hopeful and empowering.
- Include an icon (mindful of literacy levels) like a roof/shelter.
- Strapline may be needed initially to be clear & obvious what is offered.
- 'Homeless' shouldn't be included in the name/logo as it could be a barrier - some people don't perceive themselves as homeless.

The vision for the service is improved lives, where communities thrive. All residents are entitled to high quality homes, safe and sustainable neighbourhood environments, and increased life chances and opportunities in relation to health, education and employment. ForViva recognise that realising this vision is heavily reliant on strong and effective partnership working.

Most front facing services will remain the same, so partners and customers will still be able to contact and work with the same staff that they are currently working with. All clients who are currently supported by the above organisations will continue to be supported by

forfutures until their risk of becoming homeless has reduced or they have been rehoused into independent, secure accommodation.

However there will be some changes as follows.

- People who are without a roof and sleeping on the streets will be able to access a bed for the night at locations in Chester and Northwich.
- Forfutures is joining up with the Cheshire West and Chester Housing team (West Cheshire Homes) to maximise preventative work and provide early intervention support for people who are at risk of becoming homeless.
- There will be four forfutures hubs across the borough where people can access immediate housing support advice and information.
- Forfutures will co-ordinate the support of volunteers to help provide meaningful activities to address social isolation and offer opportunities to learn new skills.
- Richmond Court will close the end of March 2018. Alternative suitable accommodation is being found for all current residents.

A rough sleeper hotline will remain available as an easy way to report rough sleeping, and the street outreach team will continue to engage with people and bring them indoors.

A further briefing will be issued in March 2018 detailing how to make a referral to the new service, along with information on the website and telephone number.

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