

**The proposed money will be used to provide the following:**

**Floating Support** - will be delivered by Heart of Tamworth, operating from the Sacred Heart Church and St Johns Church. Under the leadership of the lead Trustees Father Michael and Heart of Tamworth Chair Catherine Smith, the Floating Support Services are to start on 1<sup>st</sup> December 2022 and will run until the end of March 2023.

**Dedicated member of staff** – Paid and managed by Heart of Tamworth they will provide one member of staff as the Community Worker, who will work 28 hours per week, daily and flexibly. The HoT Community Worker will work closely with our outreach officer and the Housing Solutions Team.

**Befriending** – Broken down into two levels:

- (i) The local church group and HoT Community Centre will continue to spot the homeless on the streets and provide outreach support and refer to the homeless team.
- (ii) The next level is to replicate the befriending in the Winter Night Shelter (WNS). Offering a truly independent approach to listening and working with service users that the Council cannot. Clients placed in temporary accommodation will receive food parcels and hot meals tailored to their circumstances. They will also be able to access toiletries and hygiene packs.

**Homeless Hub/Weekly Surgery**

There will be a housing options surgery whereby appointments can be made. These will be either at St Johns or Sacred Heart. In addition to this there is now a weekly drop-on financial advice and support provided by the Tamworth Advice Centre, each Monday 1-4pm at Sacred Heart.

**Food Bank signposting** – The Heart of Tamworth Community Project runs its own, unique HoT Community Shop and HoT café from the Sacred Heart Community Centre, from where the HoT will be able to help signpost people to, where supplies and other specialist services are available, or offer deliveries to the client's location.

**Assistance with completing housing applications** – The Council's housing register application is now online through our new Orchard Portal – service users will be able to use a prepared area at the HoT Homeless Hub, complete with laptops and support. This will be available on Mondays, Wednesdays and Fridays, with flexibility on timing for pre-arranged appointments.

This will be invaluable to clients. The Housing Solutions service whilst trying to work with those rough sleeping, or facing such a threat, struggle to get completed forms from this cohort. Any verified rough sleepers are now placed in band 2 on the housing register, increasing any chance they may have of being housed. In

additions rough sleepers will be open to the housing solutions team and be supported in line with any duties triggerable by the Homeless Reduction Act 2017.

**Signposting to other charities** for furniture and necessities – This will be carried out via Heart of Tamworth's Community Worker and Community Together CIC. Furniture etc can be accessed via No 8 charity – this has been done in several cases in previous years with different charities footing the financial bill. There is also a budget for those who have previously rough slept through the outreach team, to assist them in making a house a home and reduce any likelihood of returning to the cycle of rough sleeping. This may include white goods, or tenancy starter essentials or in addition we may be able to support them into gaining skills for employment.

**Signposting and referrals** made to Department of Work and Pensions (DWP) and Tamworth Advice Centre (TAC) - for benefit/Universal Credit queries. The Citizens Advice Bureau CAB/HoT Surgery is operational at the Sacred Heart Community Centre every Monday and will be a focal point in the community for assisting with any debt advice and will provide advocacy if needed.

**Sign Posting to New Era / Humankind**, Drug and Alcohol services in Tamworth - provided by the County. The HoT Community Worker will act as an advocate for clients if needed. This is currently being provided by Humankind (STARS). In addition to Humankind, Betterway recovery os now also operation for drug and alcohol support is now also available in Tamworth and this offers peer led support. To those who are experiencing any domestic abuse may be referred to the County provided service New Era.

**Practical Support** – This involves assistance from HoT with setting up utilities; applying for single person discount with Council tax; support on how to maintain a home; support if they need to sign up to a GP; create bank accounts and advocating for them. This cohort are sometimes not able to attend these appointments on his or her own and may need the support and encouragement from the HoT Community Worker.

**Upskilling/ Job prospects** – The council have asked for a CV workshop for some clients that are more settled and to assist looking for work or volunteering opportunities in the community. HoT will be a prime provider of volunteering opportunities.

**Mental health triaging** – Supported via Tamworth Borough Council- within the service there are now officers are trained in Mental health first aid of which the Outreach worker is also trained in this. Heart of Tamworth who will provide advocacy support where appropriate and with the client's agreement. In addition further mental health support can also be provided by referring them to MPFT (midlands Partnership foundation trust) or for those experiencing crisis contact can also be made to the Mental health crisis number.

**Data sharing agreement**- For GDPR purposes the Housing Solutions team have developed a data-sharing agreement and had sign-off from the Project and Information Co-ordinator.



This page is intentionally left blank