



# Project Kali – One Year Review 19-20

Single Homeless Project (SHP)

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# EXECUTIVE SUMMARY

This review was conducted to highlight the impact of the Project Kali service in its first year of operation. It will evaluate the outcomes of the service and outline any learning and next steps to ensure that the service can operate as effectively as possible.

## Key Outcomes:

The Project Kali service has obtained great results for the clients we have supported through this service in several areas including mental health, physical health, tenancy sustainment and offending.

- Project Kali has received **25** referrals since the service has been operational.
- Of those **25** clients, **5** clients are at referral stage, we have supported **15** clients, with **10** of those clients being currently active and **5** clients now closed to the service.
- Supporting **9 out of 15** clients to move into more suitable accommodation.
- At the point of referral **14** clients were still offending, through the support of Project Kali **8** clients **reduced offending**, with 12 clients supported to engage with probation.
- All **15** clients entered the service with drug and alcohol issues. The service has supported **8** clients to access substance misuse treatment
- We are currently supporting **10** clients, with **60%** of those clients current accommodated and sustaining their tenancies.

**Additional to Key Outcomes the project Kali service has also established referral routes through the Advance- Minerva service, Bronzefield prison and internally through our Newham and Redbridge support services.**

Through engagement with sector wide forums such as the **Women's Homelessness Action Forum (WHAF)** we are continuing to raise awareness of the Project Kali service within this homelessness sector and expand on referral routes and partnerships.

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*It's been amazing to work on Project Kali – women's homelessness looks very different to men's and services have often not been designed with women in mind. I've loved having the time and space to get to know the wonderful women I'm supporting, build a relationship with them and have the flexibility and time to ask them what they want and how they want our work together to look like without putting demands on them or having conditions of engagement – this is often the first time they've been asked by professionals what they want and it's so simple but it really works.*

*RU C (Project Kali Worker)*

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# Introduction

Project Kali is a gender specific service for women who experience homelessness and have a history of offending. The pilot project operates on the principles of the Housing First model and is a choice led approach which respects individuals' decisions. This approach enables work to respond directly to women's complex needs, to end their contact with the criminal justice system and support them into their own accommodation.

## Background

In 2019 SHP received funding through a private donation to provide a service that will provide targeted support to rough sleepers to contribute towards reduction in rough sleeping. Through addressing the support needs of individuals with complex needs to move away from the streets into secure accommodation this aims to provide a targeted approach to lead to the reduction.

With SHP being one of the first organisations in the UK to pioneer the Housing First model, this has become an integral approach in our organisation and it was decided that this model would be utilized in the development of a new service, through this funding. The Housing First model allows flexibility in approach and allows the model to be adapted to focus on more niche and specific client groups such as Young people and Women.

**In November 2019 SHP launched its Project Kali service, a female specific offender service supporting women with Multiple Complex needs through the Housing First model of operation.**

Housing First relies on placing people with complex needs and vulnerabilities in their own home, with no pre-conditions or expectations of abstinence. It provides a platform for the development of personal resilience and recovery, with intensive support available to build on each individual's strengths and aspirations.

## Service Specifications and Project Aims

Project Kali has 2 female Caseworkers who currently hold a total of 10 cases. With the project having a maximum capacity of 12-14 cases. This is to ensure that the project observes close fidelity to the Housing First England model, whereby a caseload should not exceed more than 7 to ensure staff are able to deliver a flexible, responsive and personalised approach to support.

Project Kali is classified as a Pan-London service supporting clients over several London Boroughs. Referrals into the service come through several routes such as Advance Minerva, Women in Prison and direct referrals from Bronzefield prison allowing a through the gates service for clients.

Project Kali's aims are as follows:

1. To ensure that women with multiple complex needs including a history of offending can access secure housing enabling them to address their support needs.
2. To ensure that there is a tailored offer of support that caters for women with complex needs and a history of offending.
3. To ensure that learning is shared from this project to further increase the understanding of the issues facing women with multiple complex needs and what appropriate support provision needs to be in place to address this.

# Review

At present the team consists of two female Specialist Housing First Workers and we are currently working with 10 women. Over the last few months Project Kali has been steadily building up caseloads with an increase of around one to two new clients per month. The referral pathway has been adjusted to reflect the wider need of a women specific service in surrounding boroughs such as Newham. One of the cases has been absorbed from our Newham Housing First service and another case from the Redbridge service as both client's complex needs can be more appropriately met by Project Kali's gender specific approach.

We work closely with partnership agencies such as Solace Women's Aid and probation services, attend MARAC panels and liaise with landlords to support our clients with tenancy sustainment. We are continuing to network and build professional relationships in sector as to date there is a continued need for more specialist services for women with multiple disadvantages.

## Referrals

Referrals initially came from Advance and locally from Newham and Redbridge Housing First services.

We have since expanded the referral routes to Bronzefield Prison to enable the service to provide a through the gates service.

## Engagement with Clients and Local Partners

Both of our workers have been able to build trusting professional relationships with their clients and consequently increased engagement with services.

In Project Kali we support a number of clients who are particularly marginalised as statutory services seem to have stigmatised them as 'non-engagers'. With a consistent, non-judgemental approach the workers were able to build a good rapport with clients SB and CML, both women who lead chaotic lifestyles with little engagement with other services. Overall, however partnership work has improved over recent months and the service works in conjunction with specialist DV services, Probation officers, care coordinators and the Housing Options team to name a few to maximise our client's support provision.

## Key Progress so far

The service has been able to:

- secure accommodation for majority of clients, either in temporary accommodation or the private rented sector
- Built positive, trusting relationships with clients
- Established positive, professional relationships with key partners
- Registered clients with GP's
- Linking in with mental health as well as alcohol and drug services
- Exploring recovery based and employment, training and education activities however with current COVID restrictions most group and face to face activities have been postponed
- supporting clients to attend probation appointments and linking in with criminal justice system - there has been an improvement in adherence to licenses and engagement with system.

## Working during Covid-19 and Service Adaptations

The service was able to offer continued support during COVID-19 and the imposed lockdown restrictions by making appropriate adjustments of our way of working using PPE and applying other risk reducing measures. For example, before each visit workers would call ahead to check with clients if they are symptomatic and it was safe to meet up. We offered food parcels to clients whose welfare benefits

might have stopped and purchased phone for those without to ensure everyone is contactable. Project Kali increased welfare calls to all clients, accompanied several clients to viewings and arranged the allocation of temporary accommodation through the local authority. The service continued to offer through the gate service and usefully escorted some clients to their TA (Temporary Accommodation) or AP (Approved Premises).

## Data Review

### Total clients

Over the course of the first year Project Kali has received 25 client referrals. Of these, we have supported 15 clients, 10 of which are still active to the service and 5 that have now been closed.

3 out of 5 closed clients were successfully closed to the service, with the clients receiving a positive move on outcome. Out of the 2 remaining clients 1 client is now in prison for a long-term sentence with the other client unfortunately dying.

There were an additional 5 referrals to the service who were not accepted as they did not meet the criteria.

We currently have 5 referrals awaiting assessment to the service.

### Age

Of the 15 clients we worked with, 9 were between the ages of 18-35. There is one client between the ages of 18-25, with the rest the remaining 6 clients between the ages of 36-55

PROJECT KALI AGE RANGE

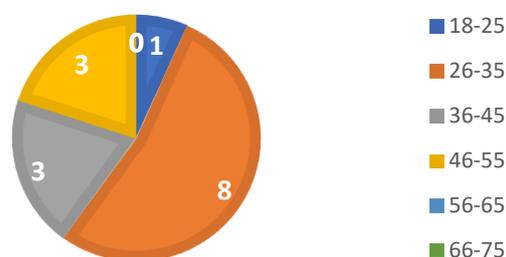


FIGURE 1 – PROJECT KALI CLIENT AGES

### Ethnicity

The 2019 CHAIN statistic<sup>1</sup> highlighted that most people reported to be rough sleeping in London were White, with a proportion of 59%. This is reflected similarly in the ethnicity of Project Kali's clients and SHP's comparative Housing First service, with 53% (8) of Project Kali's client group being White British.

### Accommodation

Project Kali houses clients through the Private Rented Sector (PRS) with clients being housed across North East London in properties falling within the one-bed Local Housing Allowance (LHA) to ensure affordability for our clients. Clients may also be housed in Local authority Temporary Accommodation (TA) where possible with the intention to house these clients through PRS or Local Authority (LA) accommodation where this is possible.

<sup>1</sup> Chain Annual Report 19/20, Greater London.

With Project Kali client's referrals coming through several routes, clients may be in a variety of circumstances when referred to the service, such as rough sleeping, "hidden homeless" i.e. living in instable or unsuitable housing or recently released from prison.

- **10 clients were street homeless at referral.**
- **5 clients were placed in Housing First accommodation with 1 client housed at referral.**
- **All 6 clients have successfully sustained their tenancies.**

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*100% of Housed clients have sustained their tenancies*

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Project Kali has shown great success in tenancy sustainment, especially considering that clients are housed through the PRS sector. Through the support of Housing First workers clients are able address such issues as anti-social behaviour, prevent the home being taken over by drug dealers and pay rent on time and thereby sustain their tenancies.

### Support needs

Female rough sleepers experience a variety of different needs in comparison to their male counterparts. One example comes from the CHAIN statistics that have highlighted that women rough sleepers have a significantly higher tendency to report mental health issues<sup>2</sup>. (Women and Rough Sleeping, 2018). Additional to the issues such as mental and physical health issues and substance and alcohol misuse, female rough sleepers often have needs associated to Domestic Abuse, Sex Working and Sexual exploitation, involvement with the care system and may experience complex trauma related to their experiences which leaves them extremely vulnerable requiring different approaches to support than general support services will provide.

The infographic below highlights the needs of Project Kali clients and improvements that have been seen in outcomes in this year.

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<sup>2</sup> University of York, Centre for Housing Policy (2018), Women and Rough Sleeping, A critical Review of Current Research and Methodology



### Mental Health

- **100%** of clients had Mental Health issues at referral
- Through the support of Project Kali **33%** of clients have been able to have a psychiatric medication review
- **67%** of clients have discussed their mental health needs with a link worker



### Substance Misuse

- **92%** of clients presented with drug and alcohol issues at referral
- **73%** of clients have now accessed substance misuse treatment
- with a total of **54%** of clients reducing their drug or alcohol intake.



### Offending

- **100%** of clients were offending at referral. Successfully **33%** of clients have been supported to stop offending
- of those clients still offending there have been amazing outcomes through **50%** of clients being diverted from prison, **83%** supported to engage with probation and **67%** of clients still offending have been supported to reduce their offending.



### Domestic Violence

- Womens homelessness is closely associated with Domestic Violence.
- A St.Mungos report found that **33%** of their female residents that slept rough said domestic violence contributed to their homelessness. With **54%** of their residents that slept rough having experienced violence or abuse from a partner or family member (Women and rough sleeping: a critical review of current research and methodology, October 2018)
- This can be mirrored by Project Kali data where **67%** of Project Kali clients reported on referral that they have been a victim of domestic violence



### Physical Health

- **75%** of clients reported physical health issues at referral
- Of those clients who have physical health issues **100%** of those clients have been supported to either access treatment at a GP or supported into further treatment.

FIGURE 2 PERCENTAGES BASED ON ACTIVE CLIENT'S SUPPORT NEEDS.

#### Case Study

'Sarah (pseudonym) is a 35-year-old woman with a long history of rough sleeping who recently became homeless after her family lost their housing, due to issues such as ASB and Sarah taking her sex work clients back to the property.

Sarah was not rehoused with her family and struggled to make her own homeless application.

Sarah has a variety of needs including, Substance Abuse, Mental Health issues, serious Domestic violence and being subject to a Care Order.

Her worker stayed in contact with her throughout this time, via her phone number making contact with the hostels in the area, as well as checking in with the sex work outreach services, and was able to stay on top of safeguarding through referrals into local MARACs.

Sarah made the decision to leave Hull and flee to Liverpool where her mother was now staying. She continued to heroin and sex work but stayed in regular contact with her Housing First worker.

Gradually she gained clarity over her goals and found a house two doors down from her Mum's that was being let. With her worker, she secured this property and moved in, as well as accessing a community care grant and her personal budget to purchase things to make it feel like home.

Sarah is still on her journey and finds lots of things around maintaining a tenancy difficult, but she has also made so much progress. She has started working with the local substance use service, is registered with a GP, and is looking to get medication, PIP and a care co-ordinator for her mental health. She is engaging with a telephone therapy service for some of the sexual abuse she has experienced and may start work with a local DV service around safety in future relationships. Housing First have now transferred her over to a local floating support service soon, with her consent, so that she can continue with her progress.'

This case study highlights the level of complexity and the variety of issues faced by female rough sleepers in contrast to the male rough sleeping population. As mentioned in the Support Needs section.

Through the support of Housing First Sarah was able to access service in which she struggled to access independently and has gained greater independence and improved her social networks due to the proximity to her mother.

### Housing First Spend and Impact

The Lankelly Chase report published in 2015<sup>3</sup> found that for individuals sitting in the SMD3 (Severe Multiple Disadvantage 3) group, experience all three relevant disadvantage domains. (i.e. 'homelessness + offending + substance misuse') spending was particularly high. Project Kali clients tend to share all of the characteristics of this group.

Additionally, Battrick et al<sup>4</sup> in their two-year study of the MEAM pilots, found that better coordinated interventions from statutory and voluntary agencies can reduce the cost of wider service use for people with multiple needs by up to 26.4%.

With the above evidence and the outcomes in the [Data Review](#) section it can be directly seen that through the support of the Project Kali service Project Kali workers can provide the advocacy to enable clients to engage with coordinated interventions to support them to engage in a more effective manner with statutory and voluntary agencies.

The data presented highlighted that through engagement with Housing First there has been a reduction in clients offending and substance misuse. Clients have also been supported to access mental health services and physical health services.

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<sup>3</sup> Hard Edges: Mapping Severe and Multiple Disadvantage in England (2015)

<sup>4</sup> Battrick et al (2014), Evaluation of the MEAM pilots – Update on our findings, A report by FTI Consulting and Compass Lexecon for Making Every Adult Matter (MEAM)

# Year One Learning and Next Steps

In the first year of the Project Kali service there has been significant learning around the issues related to supporting women with multiple complex needs and the associated structures that need to be in place to support this cohort of women in the most effective manner.

The year highlighted the importance of partnerships in order to support our clients with their complex needs. The Covid-19 pandemic forced local authorities and services to work more collaboratively to ensure that the most vulnerable clients were able to receive the vital support they need during this time. This led to ongoing partnership meetings which have acted as an effective tool in enabling issues with clients to be discussed in a multiagency setting with the relevant partners present to create efficient plans to support our clients.

These meetings have enabled issues such as housing to come to even more the forefront of the conversation, with the pandemic causing a sector wide shift in thinking leading towards the #EveryoneInForGood campaign calling to end rough sleeping for good after the pandemic.

On a local level this has enabled our services to push for better and more efficient housing placements for our clients with the local authority. Covid-19 enabled many of our clients to be housed in temporary accommodation which has enabled us to work effectively with clients, due to them having a secure base to stay and for Project Kali workers to find their clients.

As a result, we are now working with Redbridge Local Authority and London and Quadrant (L&Q) to build further partnerships to enable our clients to gain direct access to social housing and housing association stock.

This has also raised the need to have a starter beds for women coming out of prison. This will enable the women to have a secure base once leaving prison which will ensure that through the gate support can be effectively provided, to enable a smoother transition into the Project Kali service and into the community and relevant support services.

*During the pandemic the Women's Domestic Violence Charity Refuge reported that there has been a "25 per cent increase in calls and online requests since the lockdown began in March 2020"<sup>5</sup>.*

With some of our Project Kali clients experiencing active domestic violence we have had to adapt our approach to supporting clients to ensure their safety and our Housing First workers safety also. This has involved developing innovative ways of working to safeguard these clients. Not only has this ensured that clients are able to remain safe during this pandemic but has developed a new way of working that can be carried on after the pandemic.

Additionally, the need for psychological support has been emphasised throughout this time with many clients living in their own accommodation or in active domestic violence situations feeling isolated due to the inability to access services in the usual manner.

SHP have also secured funding from BUPA to provide psychological input, targeted at women who are experiencing domestic violence. This funding is aimed at our Plashet Road women's complex needs service however we are exploring how a bridge can be made between services to provide support to the Project Kali clients.

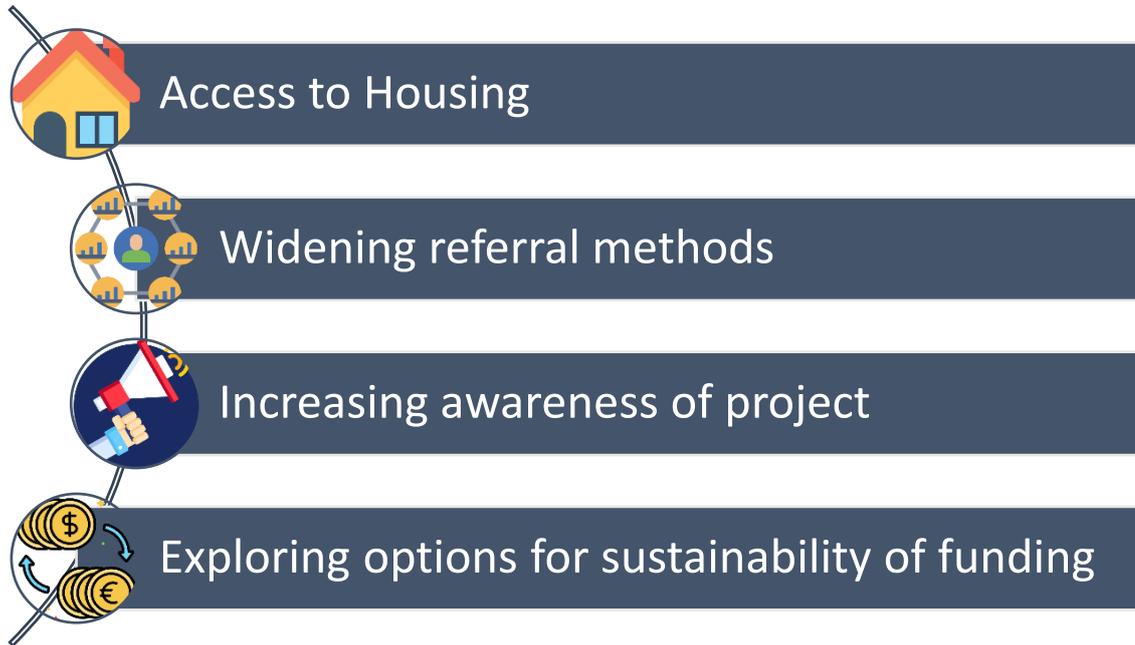
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<sup>5</sup> Social Care Institute for Excellence, (2020), Domestic violence and abuse: Safeguarding during the COVID-19 crisis

## Next steps

Additional to the learning above

In the next 6-12 months we will be working on the following issues.



### Access to Housing

Although we have had great success in actively housing clients through this option at the core of the Housing First model is stable housing, which would be more effectively provided by Housing associations or Local Authority allocation.

As mentioned above we are in the process of developing partnerships with registered social housing providers to begin to ensure a guaranteed stream of housing that is secure and can be flexibly managed in line with a Housing First client's needs.

We are also working with Redbridge council in gaining access to social housing stock for our general Housing First service, which can be applied to Project Kali clients where suitable.

### Widening referral methods

To ensure that the service can support a wide range of clients we in the process of engaging with a range of services to widen referrals and ensure that support for clients is as effective as possible.

We have recently met with Bronzefield prison and have discussed a direct referral route into the service. We have since started receiving referrals to provide a through-the-gate service for clients.

Internally we are also widening referrals to our Redbridge outreach service which is also SHP lead to ensure that organisationally we can address local clients support needs through our services.

### Increasing awareness of project

In the next 6- 12 months we will be working on raising the awareness of Project Kali on an organisational and sector wide level. We will be working on this through the following methods:

- Engagement in Female specific rough sleeping panels such as the Women's Homelessness Action forum (WHAF) to promote the service
- External comms including: Development of the SHP website to outline the Project Kali service more specifically, promoting case studies to show the successful outcomes of the project of various social

media platforms, general promotion of the service alongside awareness days such as Domestic Violence Awareness Month, International Mental health day and International Women day, Women's Maternal Mental Health Day.

- Internal Comms to promote the service internally and demonstrate the outcomes that have been achieved in the first year.

### Exploring options for sustainability of funding

We have held several discussions with similar gender specific services across the country to explore funding models that might allow the project to be extended beyond the initial three year period. We have a number of services that are funded through investment that is based on a payment by results model. This may have applicability to this service and we will hold further discussions to explore this possibility.

We will be continuing to explore sustainability models for this funding and different avenue of funding to ensure that support our clients can be continued past the 3-year funding point.