



# What is being done to tackle Youth Homelessness in Greater Manchester?

Thursday 30th November

12.30-1.00	Arrival & Refreshments
1.00-1.15	Welcome & intro
1.15-1.35	The GMJokers
1.35- 2.00	A National Call to Action- New Horizon Youth Centre
2.00- 2.15	Break
2.15- 2.30	Impact of GM Pathfinder Programme
2.30- 3.30	Workshops <ul style="list-style-type: none"><li>- What role does good employment play?</li><li>- What mental health support is there?</li><li>- How can we support young people leaving care?</li><li>- What can schools do to help?</li></ul>
3.30- 4.00	Where do we go from here & close

What is being done to tackle youth  
homelessness in Greater Manchester &  
beyond?





# Break

What is being done to tackle youth  
homelessness in Greater Manchester &  
beyond?





# GMBOP Pathfinder 12-month Report

July 2023

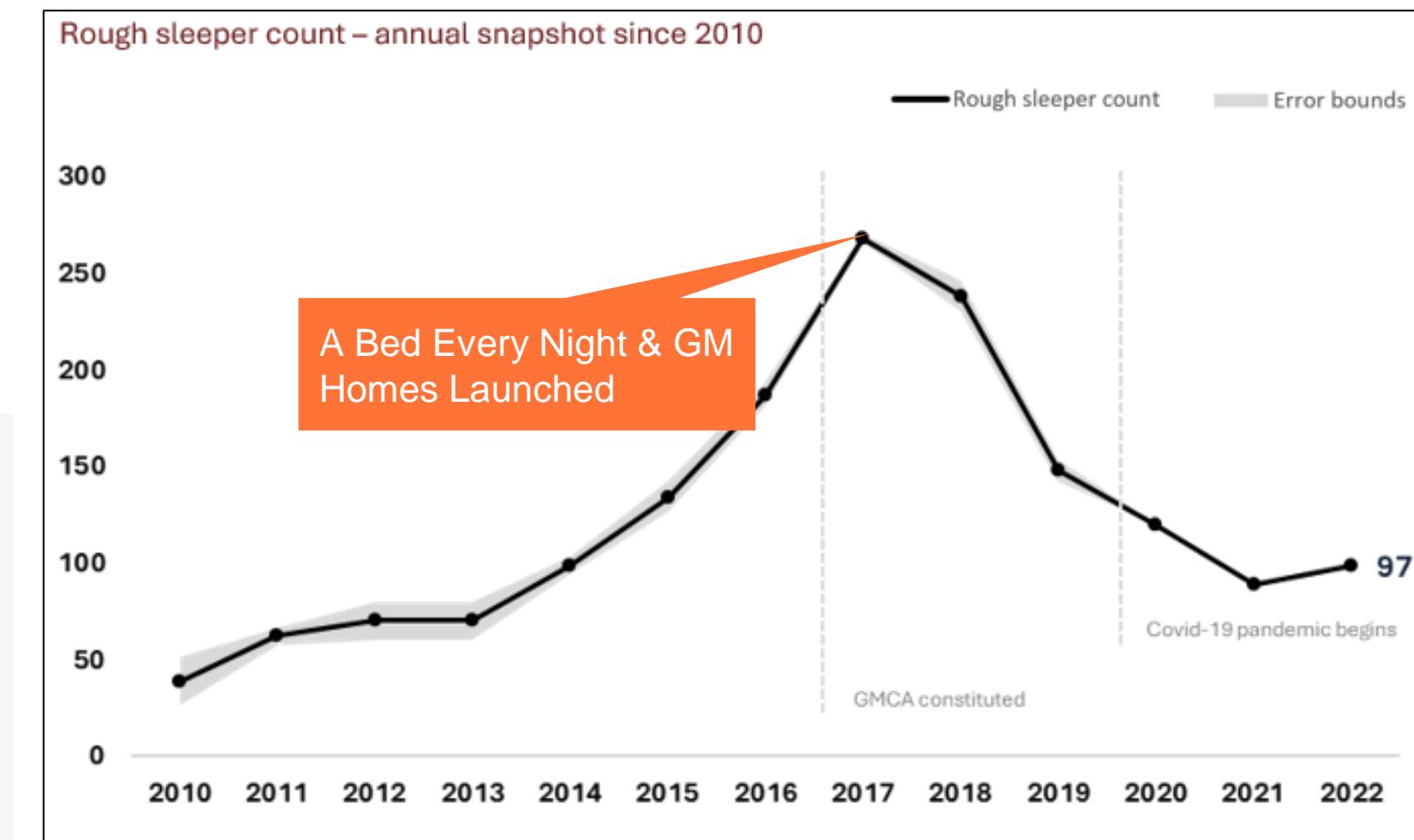
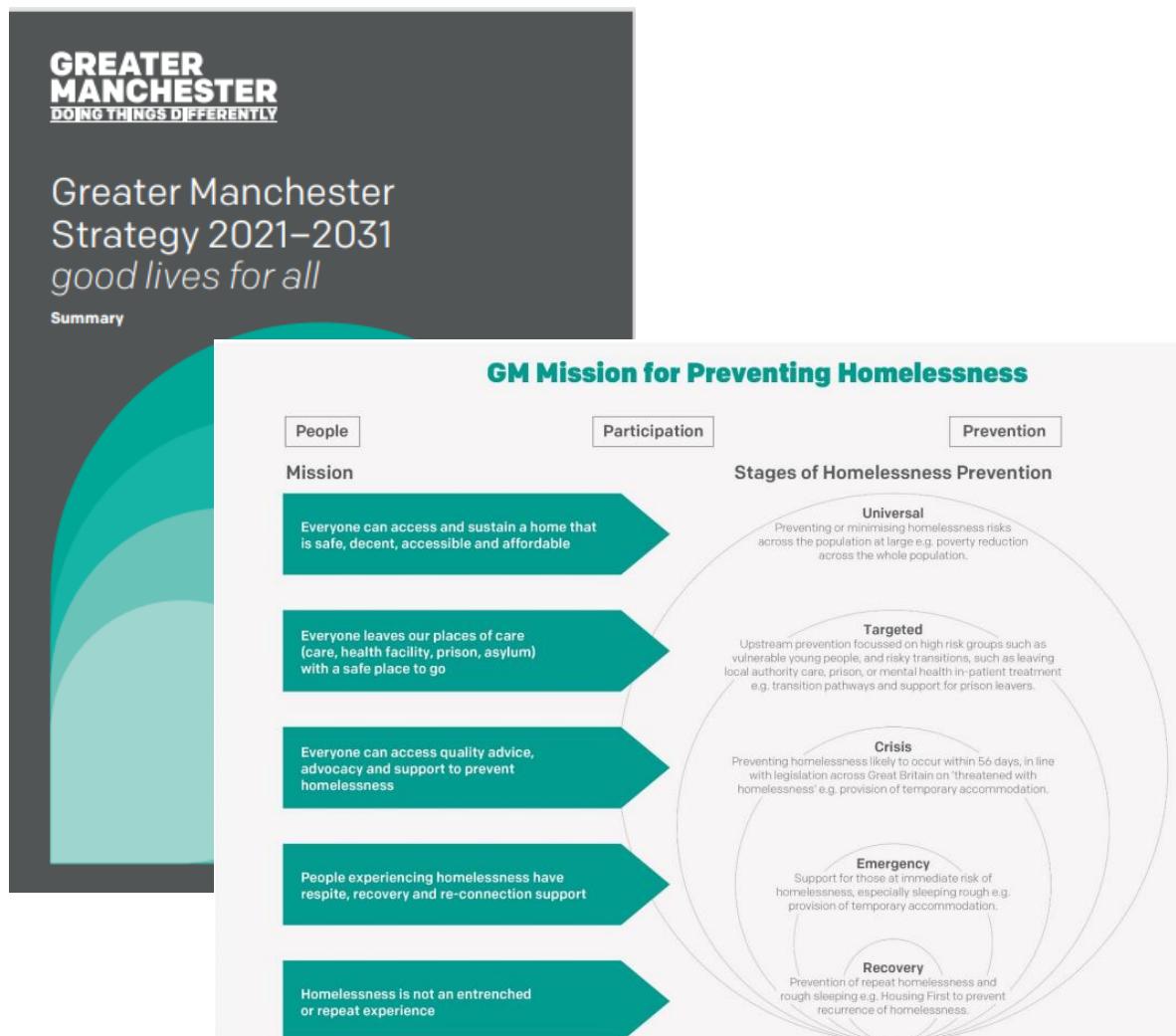


# Greater Manchester Context

> Reducing and Preventing Homelessness and rough sleeping is a significant priority for Greater Manchester including a Mayoral commitment

Dame Louise Casey review found that a **higher-than-expected proportion of young people (16-35) were accessing crisis services such as ABEN**

> Launched our Greater Manchester Homeless Prevention Strategy in 2021



Average HMO price on spareroom.com with bills included?

1. £480
2. £555
3. £670

# Generally, what is the LHA rate for shared accommodation?

1. £320
2. £380
3. £400

>Young People would face a short fall of rent around £350

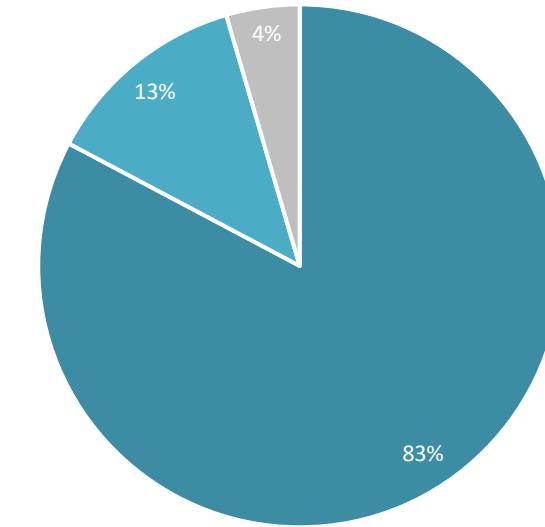
>Even for those in full time employment earning minimum wage earning, this would mean making sacrifices with close to 50% of income going on rent

**Can everyone please stand up**

# Accommodation

- > 83% of participants are seeking new accommodation when joining the programme.
- > At the point of referral, the majority of participants, 78%, are living with friends or family.
- > We have achieved 375 initial housing outcomes. This is a combination of keeping people in their current accommodation and moving people to new accommodation, the majority of which is in the PRS.
  
- > Young people face significant barriers when accessing alternative accommodation.
- > Many young people have not previously rented, so don't have references from landlords or guarantors. They may also have lack of credit history and inexperience in the accommodation seeking process.

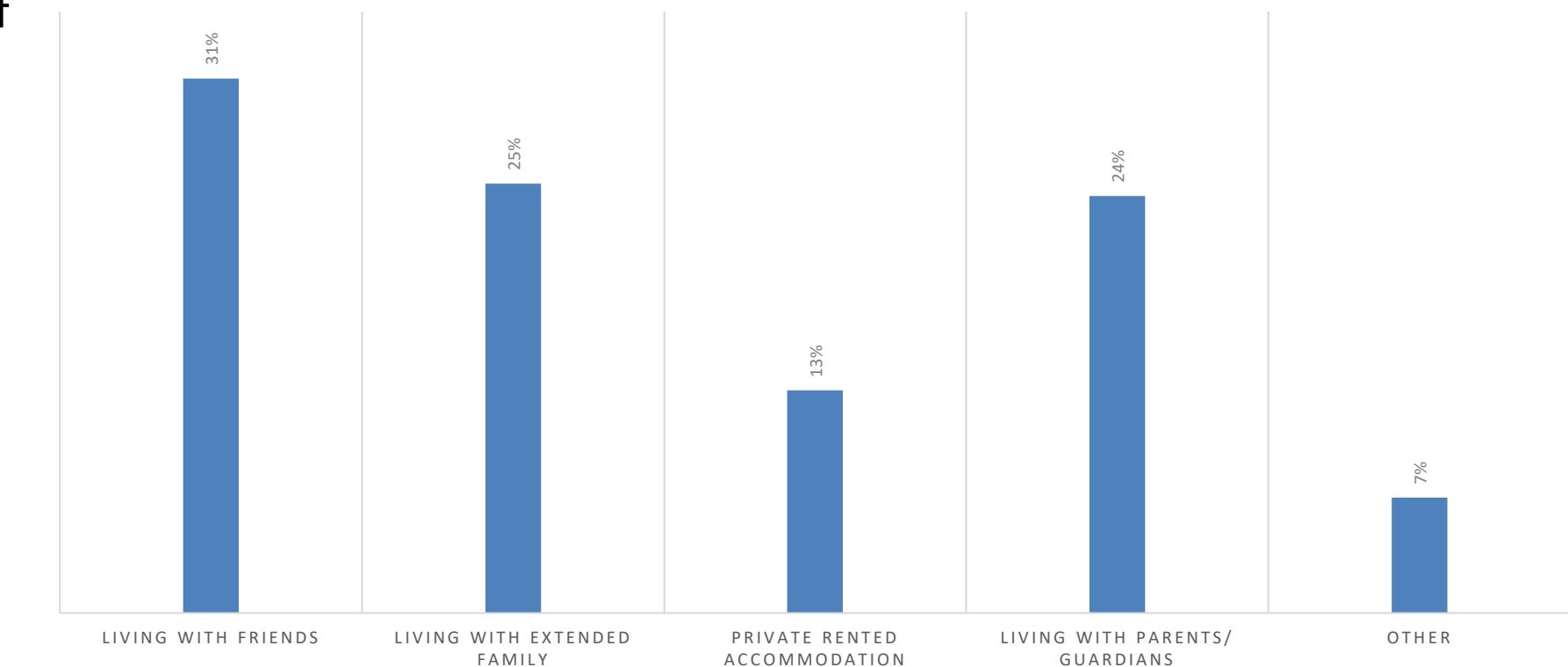
% of Participants looking for new accommodation when joining



■ Yes ■ No ■ Did not ask

TYPES OF ACCOMMODATION

■ All - Accommodation at Point of Referral



# Impact of the programme

- **Crisis services**, such as A Bed Every Night, designed to support entrenched rough sleepers, are not always suitable for young people, new to rough sleeping.
- Many could have been prevented from reaching this point, had the right support been provided at an **earlier stage**

## Rebecca – 19 years-old.

- Fractured relationship with her Mum which eventually broke down
- Moved between various relatives but had no stability or home environment
- Rebecca was beginning to question her gender and transition but had limited support and this was impacting her mental health

### Traditional Services

- Rebecca would've been viewed as not homeless until she was no longer able to stay with relatives
- She would unlikely have been deemed not in priority need for housing
- The only option would have been for her to access hostel accommodation
- It is likely this environment would've further impacted her mental health
- There is a risk she would have subsequently felt she had to leave the hostel and become homeless

### Pathfinder

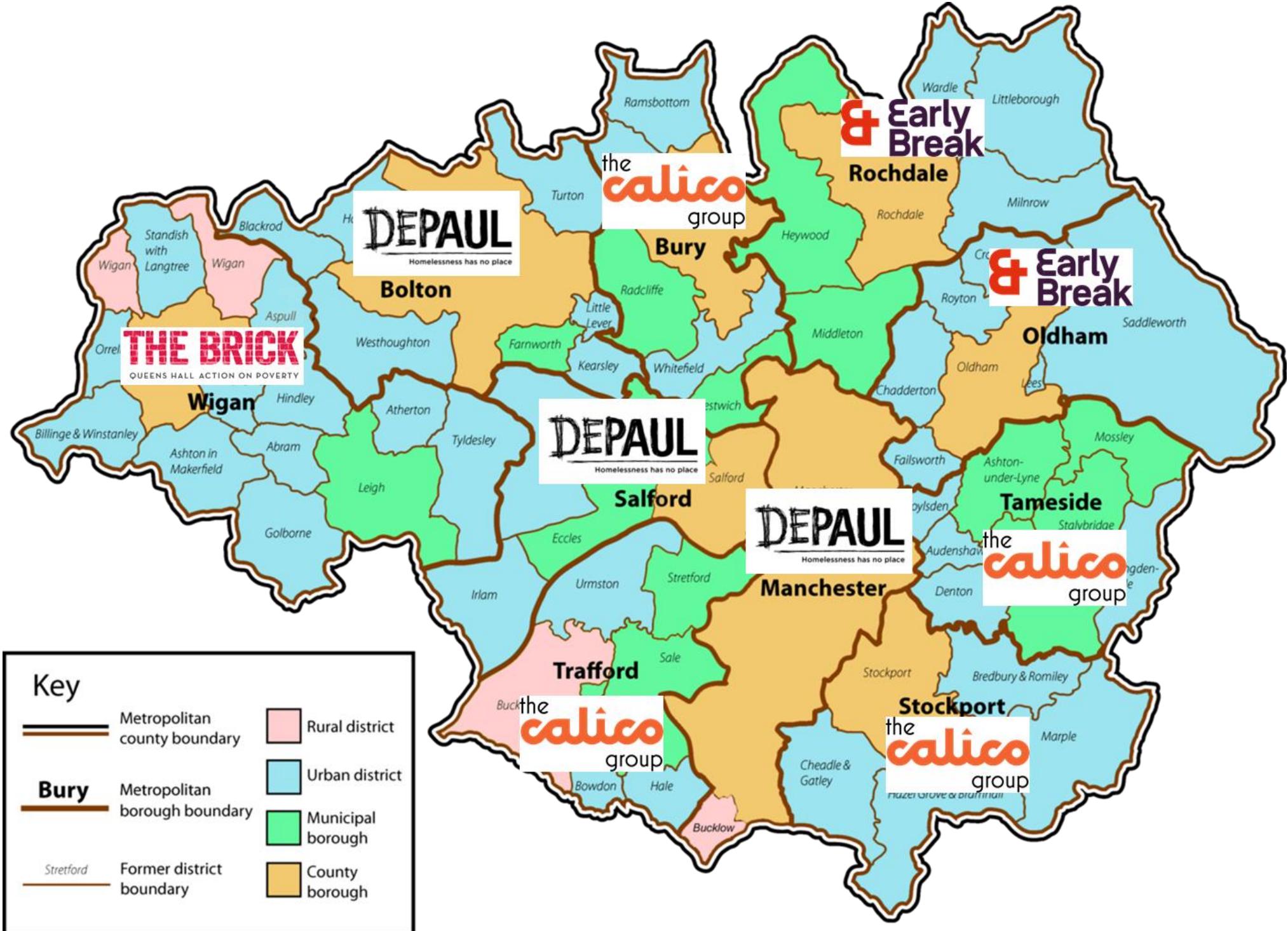
- Pathfinder coach used a **person-centred approach** to working with Rebecca and was able to start to build a **trusting relationship**
- Coach helped her to engage with a specialist service to **support her transition**
- Rebecca and her coach looked together for shared **properties in the private sector** that were **suitable for LGBTQI+ young people**
- Rebecca found a property and moved in with other young people who are now providing her with additional support
- Rebecca has been **linked in with the specialist mental health worker** at Pathfinder and is **working towards finding a job as her mental health stabilises**

# Animation

# Aims of the Project

- >Provide **person-centred** support to young people identified as being at **risk of becoming homeless**
- >Using the psychological intervention of **Acceptance and Commitment Therapy** to help young people to **identify their values and create goals**
- >Build a detailed understanding of **systemic barriers** young people face
- >Establish potential points of **earlier intervention to move prevention upstream**
- >To **amplify the voices** of young people
- >Develop **local supply chains** that build local capacity and reflect local needs

# The Delivery Partnership



## Specialist Partners

42 ND STREET

## Leading a Pan-GM service to support young people's mental health needs

akt

Leading a Pan-GM service  
to support young people  
from within the LGBTQ  
Community

# Main Outcomes Achieved so far

## Referrals & Active Cases



To date, Pathfinder has received a total of **2163 referrals**, **1112** of which were **inducted onto the programme**.

There are currently a total of **557 active participants** engaging with the programme.

## Accommodation Sustainment



So far, **1391 housing outcomes have been achieved**, and we have **supported 706 young people who were at risk of being homeless** to remain in their current accommodation or secure a new one.

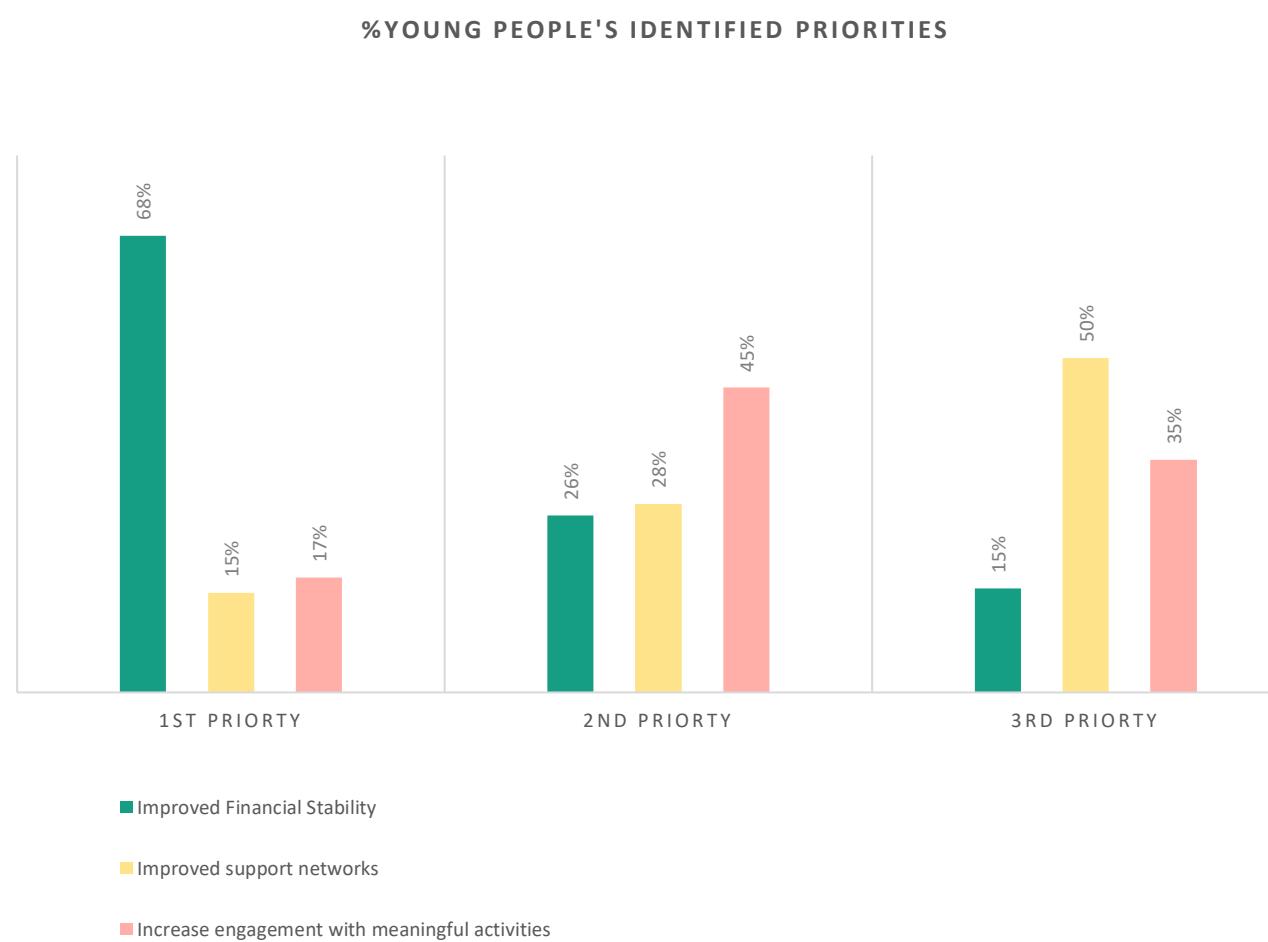
## Self-determined Outcomes



Since the start of the programme, we have achieved over **1350 self-determined outcomes**, providing support to young people to improve and achieve goals in areas such as **Employment, Financial Stability, Engagement with Services or Enhancing Support Networks**.

# Self-Determined Outcomes

- > The vast majority of young people prioritise financial stability above the other areas.
- > Illustrating the financial difficulties many face in today's economic landscape.
- > And amplifying the challenges faced with securing housing amidst a housing crisis, marked by escalating rents and an unaffordable cost of living.

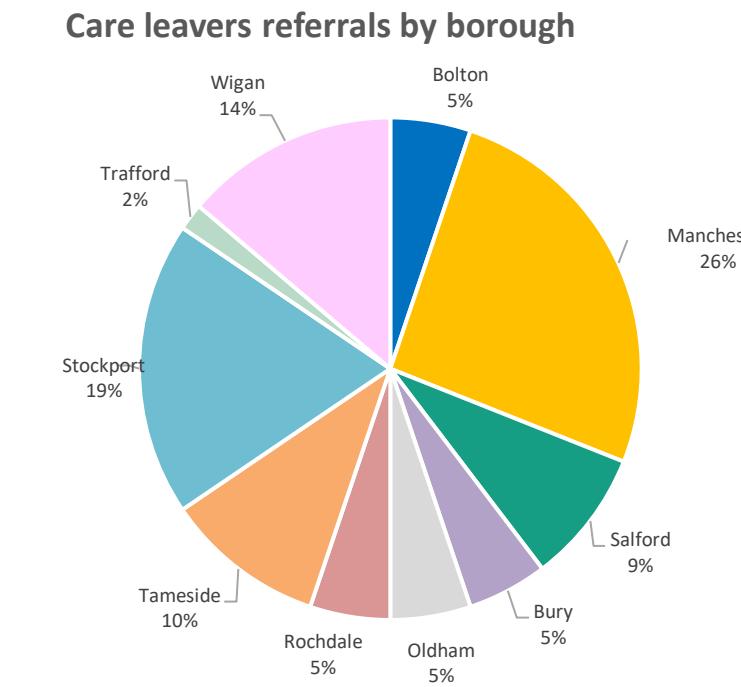


	# OUTCOMES ACHIEVED	TOTAL
Financial Stability	FS Improvement (YHOT)	177
	Employment	180
	Improved Budgeting	118
	Maximising Income	97
	Sustained Employment	51
	Reduction of Debt	28
Improved Support Networks	Improved Support Networks	213
	Engagement with Services	143
	Social Activity	9
Increased Engagement with Meaningful Activities	Engagement with Structured Activity	146
	Improved Learning and Personal Development Score	141
	Learning Activity	57
	Regular volunteering	7

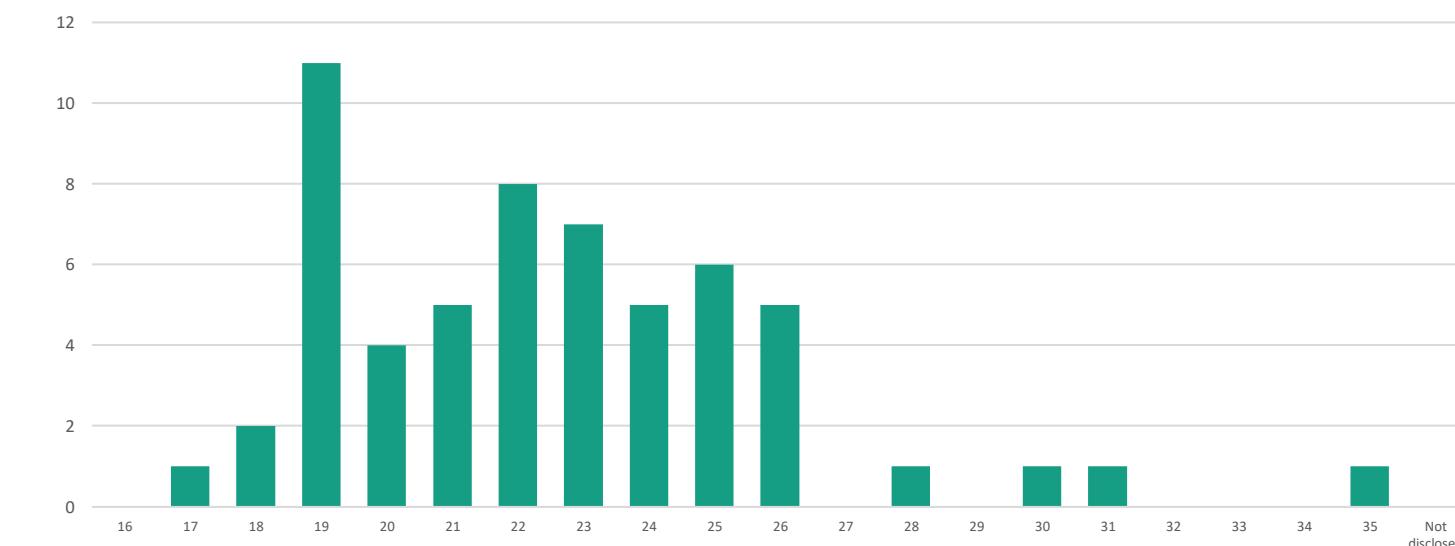
# System Learnings

# Care Leavers

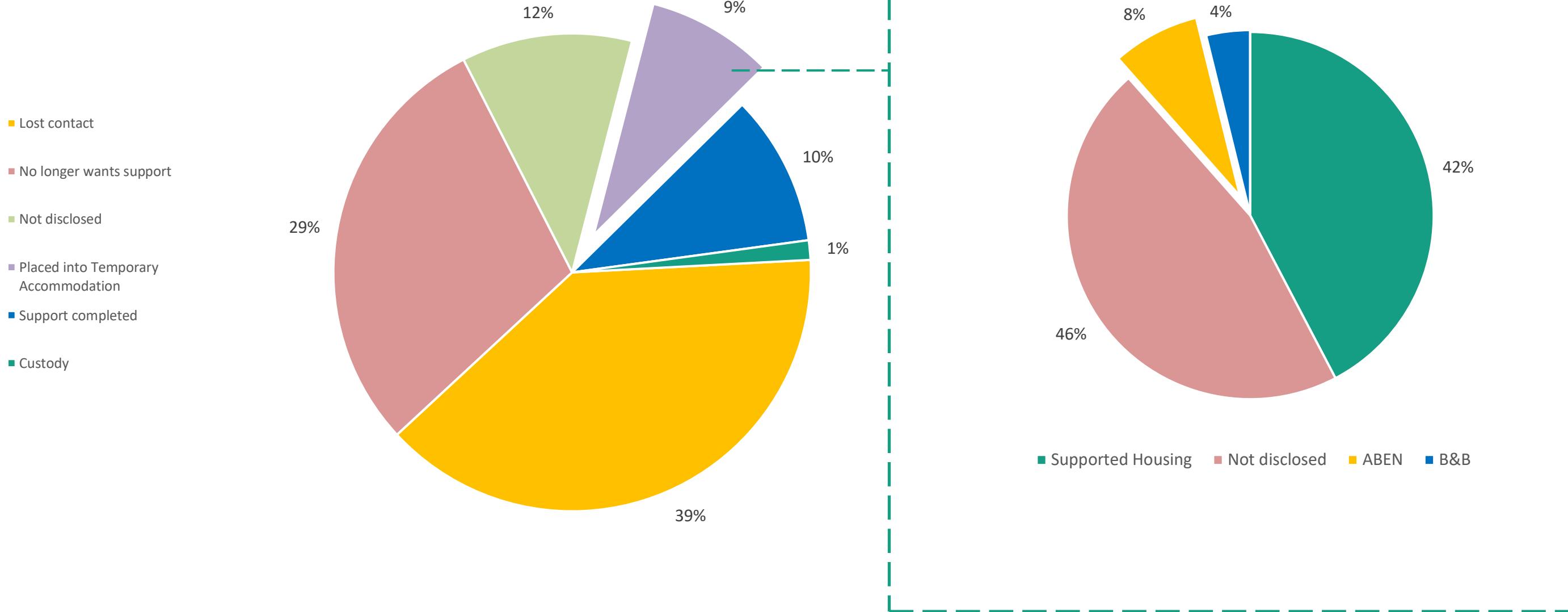
- > The service has received referrals for at least 110 care leavers.
- > The referrals have been received from a combination of statutory and non-statutory organisations.
- > Work is underway to further explore the experience of this group of young people. Early feedback has identified the following key initial findings as potential factors leading to Care leavers being referred to the Pathfinder:
  - Poor communication between housing, children's services, and housing providers
  - Loss of contact with their personal advisers
  - Clarity around viewings, offers, refusals
  - Care leavers are often confused about their responsibilities or entitlement
  - There is pressure on all teams, and also on care leavers, to move through processes quickly
  - Out of area moves
  - Disparity of offer and process across GM
  - Stigma and judgement from the system



**Number of participants by age**



## Upstream referrals – ABEN Prevention



Source: Inform April 2023.

# Interviews with Young People who accessed ABEN

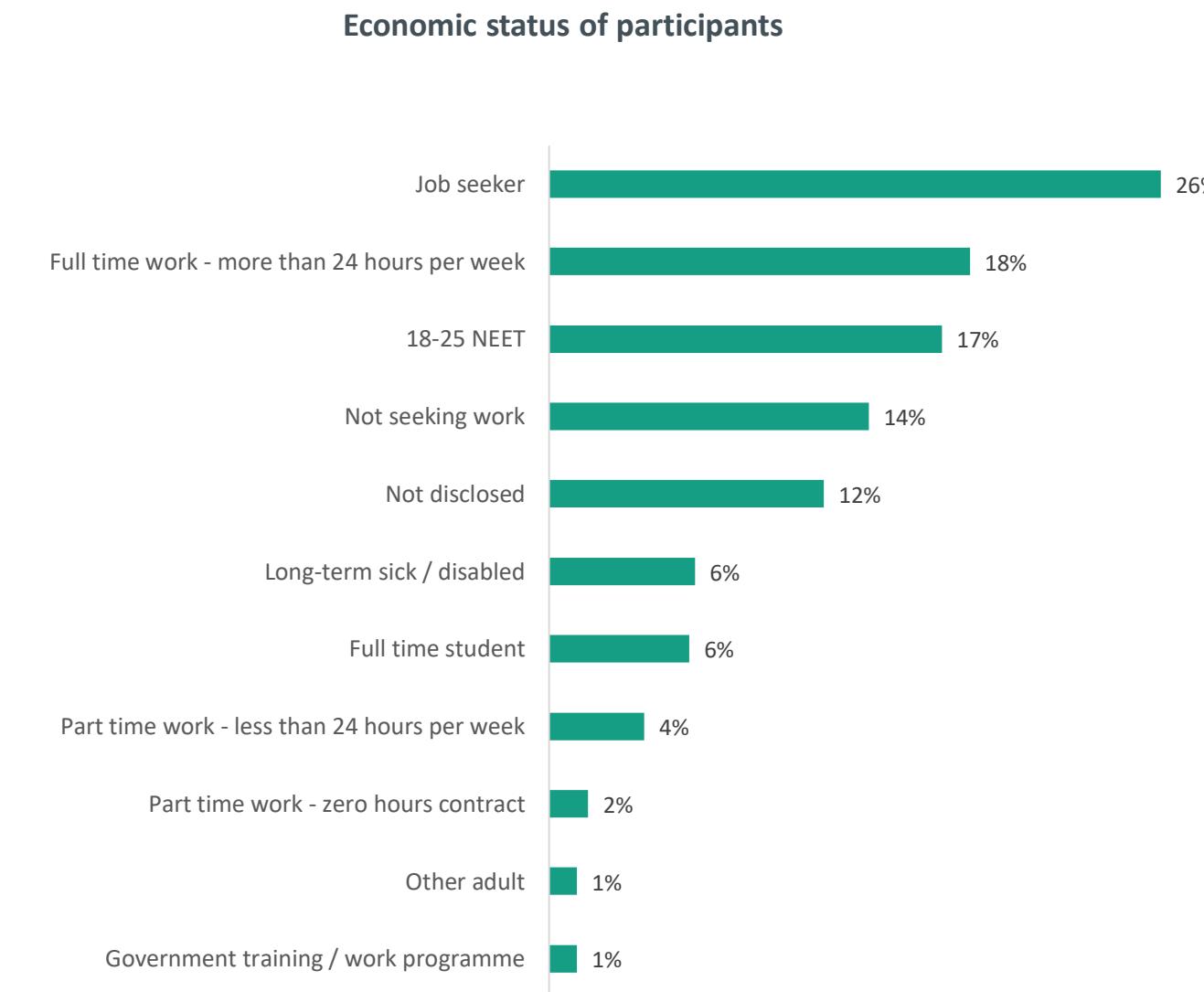
- > We were provided with the contact details of 9 ABEN leads from across Greater Manchester, so that we could speak with young people about their experiences which lead to them accessing the ABEN service.
- > We wanted to use this as learning opportunity to better identify where we might be able to upstream our referrals as a prevention service.
- > From the 9 leads, we visited 5 different projects across 5 Boroughs (Manchester, Bolton, Trafford, Oldham and Rochdale) speaking with a total of 9 young people who told us about their experiences of homelessness, in their own words.
- > These are the common themes from those conversations. (The larger the word the more it was mentioned.)

Housing Options  
College Drop-out  
Housing Association/Council Tenancy  
Mental Health Services  
Drug & Alcohol  
Care leaver Prison GP Hospital  
Citizens Advice Social Care  
Probation Police  
DWP

# Financial Stability: key risk factor

**65%**  
of participants choose Financial Stability as their main priority and identify it as an important barrier to sustaining/accessing accommodation

**63%**  
of participants are unemployed, and **26% are seeking a job.**



Source: Inform July 2023.

## **Why has employment proved to be so important on Pathfinder?**

- > Empowers the individual
- > Increases housing opportunities and leads to greater independence
- > Offers structure and routine
- > Has a positive impact on family life
- > Provides regular income
- > Introduces people to a new network/social environment
- > Develops new skills and promotes personal growth

We understand that work will not be possible for all young people. But, when access to employment is supported and achieved it can mean a great deal to an individual and those close to them

Specialist Partners...

# Caroline's story



Caroline was living in a house which was left to her daughter's dad and his sister when their mum died, but her ex-partner's name was not on the house itself. Her ex-partner's sister told her that she needed to leave the property and **served a section 21**. She had a **disabled daughter with a cancer diagnosis** which was also impacting the situation as Caroline's ex's sister was making it difficult for them. Caroline was at that point **her daughter's full-time carer**.

At the time of the referral, she had been served a **section 21** notice at the property she was living in. Shortly after her referral, **Caroline's daughter passed away** and she became bedbound as a result of anxiety. She was on the waiting list for alternative accommodation and was **withdrawn an offer** as this was a 2-bed property which **she no longer qualified for**. The system was distressing for her to navigate at that time. Accessing emergency accommodation would have further impacted her mental health and most likely seen her ending up street homeless.

Referral:  
Homeless assessment

Borough: Oldham



Caroline built a **really strong relationship with her coach** who has been a vital support to her through this time. Her coach has referred her to additional **support through 42<sup>nd</sup> Street**. Caroline has subsequently **registered on a series of courses to qualify her as a beauty technician** so she can do this on a self-employed basis, the **cost of the course has been covered by the personalisation fund**. She has also **engaged with the co-production panel** and is using her skills to **design some leaflets for Pathfinder**.

With the help of Pathfinder, Caroline was able to **access new accommodation** (Social Housing) and has been working on re-flooring the property with her dad's help. She also achieved **2/3 of her self-determined priorities, obtaining an eyelash certificate** that would enable her to have access to more **employment opportunities**.



Feedback

[In her own words](#)

# Feedback

'Firstly, I would like to say that [coach] is **one of the most brilliant support workers I've ever had the pleasure to work with** in terms of being a client. **Words cannot begin to describe how much of an impact his perseverance, and determination, have had on me, and it has truly inspired me to go into this sector (social charitable)** eventually and look towards getting an MA in Social Work after my undergraduate degree.'

**'This is the most stable I have ever been and it's all down to you. I trust you and I know you will help me. In the past, I trusted no one.'**

**'Thank you for everything you've done for me. You have literally saved my life and I really appreciate all the support you have given me.'**

'I've been working with [coach] on my journey to becoming independent, I wanted to express my gratitude. [coach] has been an excellent support worker and I couldn't have asked for better. It's been a very positive experience and I feel very confident even during my hard moments. I appreciate the service that has been provided to me and I am grateful. Thank you so much and I just really wanted to commend him and give a shoutout.'

**'I do really appreciate you approaching me with a potential tenant and I'm really sorry I didn't get to consider him. In the future, I'll come to you first if there's a room opening and I'm more than happy for you to call/text me to let me know you have someone in mind so that I can give their application priority.'**

**'Hi Sam, he's been a lovely tenant, absolutely no complaints. And it's been a pleasure working with you. Just to let you know that we will have another room available in early April so if you have any other applicants who you might think are suitable for the house then I'd love to hear from you.'**

**'Even when it all looked extremely bleak, the man would simply not give up, no matter how bad it got, and understood me personally and exactly what I want out of support, and most importantly, trusted the young person, and worked with their goals and values in life.'**

Thank you!

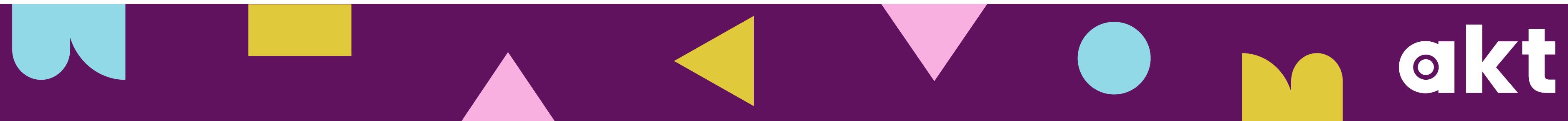
# Hayley Director of Services

She/Her

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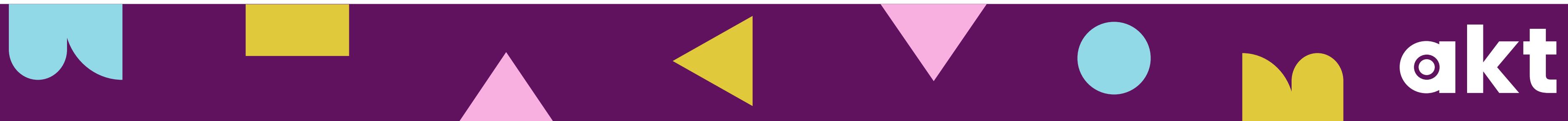
# Current Context

- Lack of affordable housing
- Intersectional needs of young people
- Increase of transphobic community groups e.g. LGB Alliance
- EHRC guidance and Conversion Therapy Ban
- Roll back of rights for trans people
- Significant delays to obtaining healthcare for trans people.
- Capacity of local authority
- Mental Health
- Consistency of data monitoring



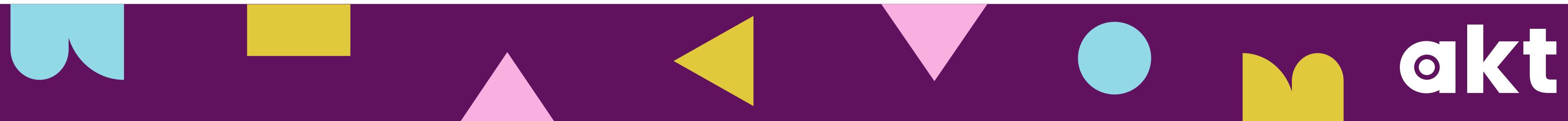
# Why we are needed

- **Negative experiences when engaging with services**
- Less than half (**40 per cent**) of LGBTQ+ young people felt that services staff understood why they had become homeless
- Over half (**59 per cent**) experienced discrimination or harassment from services; **40 per cent** of trans young people experienced misgendering or deadnaming from services
- Only one third (**35 per cent**) of LGBTQ+ young people recall being asked to provide information about their gender identity and sexual orientation
- **Just 33 per cent felt safe to disclose this information**
- More than eight out of ten (**85 per cent**) of local authorities and housing associations surveyed said that their data capture could be improved to be more inclusive of a range of gender identities (akt 2022)
- More than two fifths (**44 per cent**) of those surveyed have not received training on LGBTQ+ inclusion or LGBTQ+ homelessness.



# Offer

- 34 years of experience in Manchester
- Providing specialist services to the Pathfinder Project
- Added value - Youth Engagement Trans Pathway pilot
- Chance for akt to understand Prevention as a model
- Shared learning from across the pathway



# Workshops

What role does good employment play?- GMBOP

What mental health support is there?- 42nd Street

How can we support young people leaving care?- The House Project

What can schools do to help?- Manchester Communication Academy

What can we take away from  
today?



Thanks for  
joining us

