



# Mansfield 1st Steps

Adult Support Services For Rough Sleepers

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## **Our 1st Steps project provides accommodation and support services to a range of individuals from low need to high complex need who have had previous housing issues, failed tenancies or who have never had a tenancy before.**

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## **There are two parts to the 1st Steps Project:**

### **Housing 1st**

Action provide floating support to clients in accommodation provided by Mansfield District Council, PA Housing & NCHA. The Housing First model is proven to end homelessness, and works on the belief that housing is a basic human right. Housing First offers people who are experiencing homelessness, and that have multiple and complex needs, a home for life. Their home and a minimum of 5 hours support a week creates a stable foundation for recovery, and to settle and meet their goals. Clients identified for Housing 1st will need to be referred by the Mansfield Rough Sleeper Action Group (RSAG).

Aimed at working with multiple complex need clients where other service interventions have failed in the past for them. This client group will have a history of non-engagement and repeated failed tenancies:

- Support will be flexible to meet the clients needs and will focus on harm reduction and trauma informed practice.
- Clients will have the opportunity to access personalised budgets to empower them to make positive changes to their lifestyles.
- Singles or childless couples.
- Aged 18+.

## **Sustainable Tenancies**

Our Sustainable Tenancies Project (STP) provides a home to feel safe and secure and support that helps clients to sustain a tenancy and learn the skills needed to live independently.

Clients will work with a Tenancy Sustainment Support officer to address issues around former failed tenancies, offending, substance misuse, mental health. Clients will also be offered Crisis Renting Ready course and support to achieve their aspirations.

The support offered is flexible to meet clients needs and will focus on harm reduction and trauma informed practice.

The majority of accommodation for the Sustainable Tenancies is at Stonecross Court, in addition to this we also have dispersed properties.

- Singles or childless couples (depending on the accommodation available).
- 18+.
- There will be some level of engagement with other services already from clients such as Probation, Rough sleeper outreach team and an expectation on this client group to engage with Action Housing staff.
- Applicants must not have Former Tenant Arrears (FTAs) that exceed £1,500 and must sign a re-payment agreement to clear any FTAs. In exceptional circumstances arrears can be over £1,500 providing the client has been actively trying to reduce or clear them.
- Clients will be referred into the service primarily by MDC but Action will accept referrals from other partner agencies.

In addition to the support offered by Action Housing, clients also have the opportunity to access a CGL worker, Clinical Psychologist, Counsellor and Employability Worker who are all based onsite at Stonecross Court.

For further information contact Business Development & Service Manager Gemma Lane

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