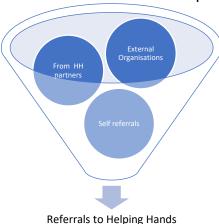
Helping Hands in Crisis – delivery model



First POC - email/phone

Step 1

- Dealing with the financial crisis & help from Food Bank and STAY for non-financial housing crises
- Support plan agreed covering these 3-4 weeks

Step 2

- A support plan is agreed covering the next 1-6 months and Client moves on as appropriate to:
- •Helping Hands (STAY) for assessment and help with housing needs
- •Helping Hands (Mind) for support with mental health needs and access to Helping Hands groups
- •Helping Hands (CAT&W) for financial literacy groups
- •Client may also at this stage be referred to other organisations or projects eg Money Advice

Step 3

- A 'moving on plan' is made with the client over 2-3 weeks, identifying next steps. Client moves on as appropriate to:
- •Adult Social Care services (through My Choice)
- •Partners' other services eg Universal Support for UC claimants, debt advice
- •Services provided by VCSE organisations by referral from the Step 2 worker eg IMPACT for counselling, Thrive for support services in longer term
- Community activities and social networks

HH Process

Criteria for referral:

 Must have a financial crisis and be unable to cope and within scope (see overleaf)

Internal referrals within partner organisations made in same way to differentiate between own services and HH

Into Step 1

- Criteria are applied
- Expectations are managed with a clear support plan

Step 1 to Step 2

- The re-assessment is done by the Step 2 worker in conjunction with the Step 1 worker
- Together with the client, a plan is agreed

Step 2 services are clear Helping Hands services and bounded for these clients.

Step 2 to Step 3

- We use our partnerships and other consortium-working to identify where to signpost and refer
- The "handover" process is made as smoothly as possible for client

Helping Hands in Crisis – delivery model

Financial Crisis

A financial crisis is defined as a situation where someone; a) has serious problems involving income and/or expenditure and; b) is unable to cope with these.

- a) This would include:
 - Loss of, or severe reduction in, income such as a benefit sanction or new claim
 - Sudden change of circumstances such as a relationship breakdown leading to loss of income or benefit hiatus
 - A crisis with priority expenditure such as threatened eviction, disconnection or committal for non-payment of fines
 - A crisis with priority expenditure such as a bailiffs' warrant or threat of bankruptcy
 - Destitution for whatever reason (especially involving children)

Where the circumstances are outside this definition (and taking into account b below), the Helping Hands first POC will decide whether to accept the referral into Helping Hands. If they do not, they will signpost or refer¹ the client (or inward-referring organisation) to a more appropriate service.

b) Helping Hands client will have care needs, but will not have had a formal care needs assessment or have an assigned social worker.

Care Needs includes:

- Mental ill-health which creates low to moderate care needs as defined in the Care Act (2014)
- Learning disability
- Other vulnerability such as homelessness, being U25, physical disability or a limiting long-term condition

It does not include people with physical or mental conditions resulting in high level care needs as defined in the Care ACT (2014).

It is important to recognise that contact with a person at a single point in time will not necessarily provide a full picture of their needs. The experience of a person with care and support needs coping in situations where they have good days and bad days is invariably unpredictable, triggered by a range of circumstances, and is virtually impossible to capture in any one 'snapshot' for this reason, the situation will be twice assessed; once when someone first accesses Helping Hands and then again when they are referred to the next stage of support, to ensure that they are being offered the most appropriate services.

¹ This will involve passing on the details of the client to the other organisation, with the client's permission, in a way which helps them to access the service.