

## Conclusion

"Hostels provide an important safety net and they serve a vital function to help some of the most vulnerable people."<sup>2</sup>

Endsleigh Gardens, a successful pioneering hostel of the future

- is ambitious for clients
- offers the fully integrated range of LIFE skills programmes available at St Mungo's
- employs and develops skilled staff who deliver joined up and individually tailored care plans to address the high support needs of clients
- actively promotes client activities and participation
- measures progression
- is pro-active in the local community



<sup>2</sup>Warnes, Crane and Foley: 2004 London's Hostels for Homeless People in the Twenty-First Century. Pg iv

### St Mungo's leads London's services for people who are homeless and most vulnerable.

We are best known for our outreach work and hostels for rough sleepers. But hostels are just a handful of over 70 housing projects we run, and we do much more than simply provide shelter!

Each night over 1400 people sleep in safety under a St Mungo's roof in our care homes & specialist hostels, supported housing or our short-stay hostels. Our 60 specialist workers meet a variety of needs, from help with mental health problems to drug abuse to support in setting up in a new home. We run two day centres, and also provide London's largest directly delivered activity, training and employment programme - giving 2000 homeless people a year chance to improve their lives.

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## ENDSLEIGH GARDENS

### A 21<sup>st</sup> Century Hostel

#### Introduction

In 2004 the chief executives from the seven largest homelessness service delivery agencies (Pan-London Providers Group) commissioned a study into the role of homeless hostels. "London's Hostels for Homeless People in 21st Century", Warnes, Crane and Foley, Sheffield Institute for Studies on Ageing.

**The report says, "Hostels provide an important safety net" principally because they house vulnerable people with high support needs.**

*"Much progress has also been made in developing collaborations with other agencies, in order to prepare residents for conventional and purposeful lives, and to encourage those with addictions to accept help."*

**St Mungo's Endsleigh Gardens hostel: a pioneering example of success as a hostel of the future.**

- Endsleigh Gardens houses 57 men and women using the core and cluster principle
- Each year 40 of the residents have taken part in St Mungo's activity and educational sessions
- 52 resident have successfully moved on from the project
- Measurement of client outcomes shows that 86% of the hostels residents experience improvements to their life (measurement taken over a 3 month assessment period).



In 2005, Endsleigh Gardens hostel manager, Julie Jarrett, receives an MBE as recognition of her service to homeless people.

<sup>1</sup>Warnes, Crane and Foley: 2004 London's Hostels for Homeless People in the Twenty-First Century. Pg 35

St Mungo's

Leading London's services for people who are homeless and vulnerable

## The Endsleigh Gardens model

The transformed Endsleigh Gardens hostel was successfully opened in Camden WCI in March 2003. It provides a supportive environment to help people in the transition from emergency accommodation - rolling shelter or emergency hostel - to a more appropriate long-term home. It was refurbished with support from the LB Camden and the Homelessness Directorate.

Clients have an ambition to work harder on realising their potential, but their needs require high levels of support. The hostel environment helps them to develop life skills in preparation for a positive move back into the community.

### Staff at Endsleigh

Each project worker is the key worker for seven residents and offers a high level of individual client support. The hostel resident and keyworker develop a Joint Action Plan to identify and address important issues that affect a client's progress.

All hostel residents have access to St Mungo's specialist mental health, substance use and resettlement workers.

- In 2004 70% of Endsleigh Gardens residents were engaging with mental health workers and/or substance use workers. In the same period 63% of residents were helped by the resettlement worker.



### LIFE at Endsleigh Gardens

The hostel residents have access to all of St Mungo's training and employment services - Bridge Training Centre, Literacy Team, Work Placements, Programme Centre (St Mungo's Job Club), gardening training - more than 20 programmes in total.

### Resident participation

Resident development is seen as central to service delivery. The hostel has an active residents reps scheme and hosts regular residents meetings.

### Measuring success

Endsleigh Gardens piloted St Mungo's successful new outcomes measurement tool. The 'outcomes star' monitors client progress and joins together the planning process using input from key workers, specialist staff and the client.

### Hostels in the local community

Endsleigh Gardens is active within the local community - participating in regular resident forums, neighbourhood patrols, tasking and targeting meetings, using acceptable behaviour agreements. The hostel operates an open door policy for local neighbours and hosts open days and visitor tours regularly.

**"Endsleigh Gardens is a flagship because it demonstrates that developing life skills can help vulnerable people move forward."**

Terrie Alafat, Director of Homelessness and Housing Support ODPM

## 'Getting a LIFE' at Endsleigh Gardens

### Literacy team

Residents who experience problems reading and writing can access St Mungo's Literacy Team. They visit once a week to offer one-to-one tuition. Clients do not have to commit to long-term tuition and many use the service as a stepping stone to programmes that offer further support and training.

Last year St Mungo's Literacy Team helped 56 people at Endsleigh Gardens.



### Independent living

To encourage independent living, the hostel's new model uses the core and cluster principle. It is divided into small units. Each cluster is made up of up to 5 individual bedrooms (numbers of bedrooms in clusters vary) with shared kitchen and bathroom facilities. Residents are encouraged to cook and take greater personal responsibility. And pre-tenancy support groups (cooking, budgeting, shopping, team social skills, filling in tenancy forms) help clients to prepare for life outside the hostel.

The resettlement worker helps residents develop a suitable resettlement plan and assists clients to access appropriate long term accommodation.

52 people have successfully been resettled.



### Fun and friendship

St Mungo's Activity Development Teams (ADT) arrange specialised activities where clients learn new skills, gain confidence, build social skills, develop a greater sense of purpose and make changes to their lifestyle. The hostel offers acupuncture, art, drama, photography and a regular 3-week programme for confidence building and raising self-esteem, including an activity week in Wales.

In the last 10 months 101 activity sessions were run at Endsleigh Gardens.



### Employment and education



#### Jon's story

Since Jon moved into Endsleigh Gardens in February 2004 he has been working with St Mungo's staff to move away from his life on the streets. His keyworker, resettlement worker, substance use worker and mental health worker have all helped Jon achieve some fantastic goals. Jon completed his work experience with the Carphone Warehouse and is currently employed on the set of a West End show. He is on the housing waiting list and looks forward to independent living.

Jon says, *"Things are looking up, I'm not cold or hungry. I have started to get my life back on track and build a bit of a social network. I've got a few friends and I'm in contact with my mother again. And I'm employed."*

Last year 2287 clients attended St Mungo's activity and educational sessions and 179 St Mungo's clients were found permanent jobs.