

Appendices

Appendix 1

Case study examples

Case 1

Client RC (lives in the HCT area) attended Drop-in at Old Bank House where he informed the Project Worker that he was ordered by the court to engage with services to address alcohol issues. He had previously briefly engaged with the counselling service at HAGAM but was unable to keep his appointments. He reported that he was a social drinker and had it 'under control'. Client appeared to be attending Drop-In so that he could tell probation that he had attended but did not use the sessions to do any significant work in order to address his drinking behaviour.

RC continued to attend the Drop-In for a further 4 sessions and increasingly the Project Worker challenged his behaviour; probed him regarding his drinking and tried to uncover why he was placed on a Court order to engage with services. In his second Drop-In session the client reported that he would socially drink between 2-3 days a week and on the weekends. He would get drunk and then wake up the next morning not remembering anything or later found out that the Police were seeking him for questioning. He got in trouble with the Police on a number of occasions. The client reported that as a result of attending Drop-In sessions, he had come to realise that he may have a problem with alcohol.

The Project Worker also provided harm minimisation advice in these sessions relating to his alcohol misuse.

On his third Drop-In session, RC requested further intervention and wanted to further explore his drinking patterns and recognised that he needed support. The Project Worker referred the client to Tier 3 structured treatment and initiated the process by booking a clinical assessment for the client. As a result of the assessment it was deemed that the client would be best treated using a Tier 3 Keyworking intervention. The client has been engaging well with keyworking sessions since. He has now reduced his drinking and only has a social drink once a week at the weekend. He has built self limitation

and boundaries with friends and has his drinking under controlled. The client has also been support in keywork sessions to start a claim of ESA support and he now has a regular income. The client also brought his father to several keywork sessions to discuss the support he has been

receiving from HAGAM. The client feels comfortable to speak to his father regarding his drinking and the keyworking sessions have facilitated this communication. The client's father has now also been engaging with the drop-in service to address his own drinking and also reduced his consumption. Father and son have been speaking more openly and supporting each other which lead to an improvement in their relationship.

Case 2

Client PR presented at Drop-In and reported that he had his house repossessed by the bank for not being able to keep up with the mortgage repayments due to his drinking. He was made homeless and had been sleeping rough since December 2011. During this time the client found a place to squat but had to get into this property through climbing the window (he was intoxicated at the time) which resulted in him breaking his back.

At his initial Drop-in session, client was drinking a litre of vodka daily and on Fridays would go to the pub with old friends that will pay for him to drink with them. At his first appointment the client was referred to Tier 3 treatment with HAGAM and a clinical assessment was completed. The client was allocated to keyworking sessions in order to stabilize him, addressing both his housing issues and also to help him reduce his alcohol consumption.

The client has been engaging well in key-working sessions and since his first appointment he has reported to have reduced his drinking (drinks once/twice a week), and is trying to implement controlled use when he does drink.

He is also engaging with on-going hospital appointments regarding his back problem. As part of his keyworking sessions a referral was made to hostels and for housing support. PR had an assessment and interview with Trinity Project, and although there are currently no vacancies in their high support housing scheme, the Keyworker has been in regular communication with a support worker from Trinity and the client is now number one on the waiting list. He hopes to be offered housing over the next few weeks

Case 3

The client, MD attended Drop-In having been released from Riverside upon completion of a detox. His reason for accessing the service was for abstinence support.

The client was referred to Tier 3 structured treatment following his first Drop-In session and he was

offered Keyworking. During the early stages of his Drop-in and Keyworking sessions, the client was found to be masking the fact that he had relapsed which was challenged during the sessions.

An incident occurred and the Keyworker was informed by a work colleague that MD had collapsed on the high road and taken to A+E, suspected overdose of medication and alcohol. During this time the client absconded from A+E whilst waiting for a psychiatric assessment. The Keyworker was in regular communication with Charing Cross hospital regarding the client's care, and also communicating with the client by telephone. Further to his release from hospital the client again began drinking at high levels and the Keyworker felt that he was a risk to himself. The emergency services were called by the Keyworker and a welfare check was conducted on the client by Police. Police escorted the client to A+E, where he was later admitted into Park Royal hospital for alcohol detox as Riverside had no beds.

The client continues to engage with Keyworking sessions and attends Drop-In for further support when required; he is currently being supported following his most recent detox and in making a new benefit claim although he hopes to return to work over the next few weeks as he sees this as a key part of his recovery. He also regularly attends peer support group meetings. He is engaging with HDAS and awaiting to start Antabuse treatment. The client is currently Abstinent and engaging well with services in the community.

Success stories

Rough sleeper count 2013

- Rough sleeper count 2013: Held on Wednesday 20th November from 12 midnight to 2am. This was organised by Hillingdon Borough Council and supported by volunteers including the HAGAM Substance Misuse Outreach Team. This year, the count was the highest it has ever been, successfully identifying a total of 38 rough sleepers in only two Hot-spot areas of the London Borough Of Hillingdon (Heathrow identified 28 people rough sleeping, Hayes Town Centre identified 10 people). There are 47 known Hot-spots to date and the street count lasted a total of 60 minutes from start to finish. This gives us the opportunity to connect with this hard to reach population and support them with their substance misuse issues, housing needs and other related problems, with the aim to tackle and try reduce the levels of street homelessness and rough sleeping, street drinking, anti-social behaviour, drug and alcohol related crime throughout the Borough of Hillingdon.

Case 1 – Client (AIM)

KHAT Satellite drop in & Joint Outreach sessions with Mohammed from Ihkra Academy: Last year a Somali male aged early 50's was given information on HAGAM Substance Misuse Outreach Team by a Police officer who was called to an incident in Hayes Town. The incident occurred when the police were called when a local shop owner had found AIM rough sleeping in his shed behind his shop. Mr. Singh, the shop owner asked AIM to leave the premises but he refused. AIM phoned the Outreach Team office and was encouraged to access the breakfast drop in service. He was a heavy KHAT and alcohol user, with very poor hygiene, had several health issues and spoke broken English. Due to the high quantity of alcohol and KHAT use he was a very aggressive and did not adhere to the ground rules and boundaries. Through the Breakfast Drop in Service the Outreach Team were able to support him with reducing his KHAT and Alcohol use and also able to get him temporarily housed in Shepherds Bush. As a result he was no longer drinking on the streets, rough sleeping and causing Anti-Social Behaviour. By the time he started accessing HAGAM structured treatment he was no longer dependant on substances and also able to understand and accept ground rules. All the time he was residing in Shepherds Bush he remained engaged with treatment, commuting to attend Keyworking appointments and the KHAT drop in. This was a direct result of positive partnership working between the client, HAGAM, Mohammed from Ihkra Academy, Hillingdon Borough Council, No Second Night Out, Thames Reach Outreach Service, Streetlink, Trinity Housing and the translation service.

Case 2 – Suspected Grooming (DS)

YMCA Satellite Drop in Service: Through this service we were able to build trusting relationships with residents, able to identify their hangouts and follow up on the issues raised of suspected grooming. By continuing to engage with the residents whilst carrying out our outreach duties we were able to observe possible grooming being carried out along the Grande union Canal by older males targeting younger females. After speaking to the younger female groups who were current residents at the YMCA, it was very concerning to hear that they thought it was acceptable for a male stranger to grab hold of them and force them to kiss them and showed us where she had been bruised on both arms due to being grabbed hold of. The females spoke of how these incidents always happen during a certain time of year when the Travelling/Gypsy community carry out these acts in order to find future partners/wives. The YMCA staff was informed of this immediately and continue to jointly monitor this. Over time we have been able to slowly disperse these groups and encourage the females to move away. During our outreach sessions we would often keep this female informed of any hairdressing jobs that we noticed advertised in shop windows. As a direct result of this, DS was able to find employment in a local hair dresser. She would often state that this is what she wished to do but only ended up hanging around the Canal drinking alcohol and smoking cannabis due to boredom and peer pressure.

Case 3 – Client (SW)

Harefield Children's Centre, Satellite Drop In: Through this service we have been able to engage with several single mothers including a grandmother who has custody of her grandson. Currently HAGAM is supporting a single mother FW aged late 20's with 6 children. FW accessed the service through the satellite drop in, presenting issues such as drug and alcohol use, racial harassment including a firework thrown at her young 12 month old son whilst on a bus (was reported to police but not followed up by neither party), Eviction order, unhealthy and hazardous living conditions. FW is now accessing and progressing with structured treatment with HAGAM. The Outreach Team worked

closely with services Hillingdon Borough Council and The Children Centre, FW is now also being supported by several other professional from services such as Social Services, Police, Council Housing Officers and Housing Outreach Service. These were areas which were lacking support prior to accessing the satellite drop in.

Case 4 – Client (RG)

During an outreach session within Hayes Town in July 2013, the outreach team came across an Eastern European male who was homeless and sleeping rough. He spoke very little English and was consuming up to 100 units of alcohol daily. After several contacts with him in the community he attended the Breakfast Drop In Service in August 2013. We were able to overcome the language barrier and managed to work with him to gradually reduce his alcohol intake. By the end of August he was abstinent. With the support provided he is able to maintain his sobriety and begin to actively seek employment and housing. He successfully completed structured treatment with HAGAM and is no longer dependant on alcohol.

Case 5 – Business development meeting

It was reported at one of the Local Business Development Meetings that there was an issue with rough sleepers behind a shop on Coldharbour Lane, Hayes. The outreach team visited this location (pictured below). On our arrival to this location we noticed 2 males lying down on a sofa that was placed underneath a bush. Both men were wrapped in a quilt, drinking cans of beer and heavily intoxicated. We had a short conversation with them and left them with information and an invitation to the Breakfast Drop in. They both attended the drop in the next day. Gradually through engaging with them during outreach we were able to build a relationship and gain their trust, so that they felt comfortable to continue accessing the Breakfast Drop in. Over time we were able to move them away from this location. We remain in regular contact with the business owner to prevent this from reoccurring.

Case 6 – WH Smiths and Superdrug

Earlier this year it was reported that there was a group of people hanging out around the back of shops in Hayes Town, WH Smiths and Superdrug. This was a big concern due to the safety of staff and customers who were being harassed; also the area was often left covered in litter. Through engaging with this group during outreach sessions and working closely with the store managers and Police we were able to move this crowd away from this location. This remained for a short while but the location was soon spotted by another group and used as a hangout and rough sleeping. The rough sleepers would light a fire at the back of the shop to keep warm, not being aware of the dangers and risks they were putting themselves and others in. The Hayes Town Partnership Chairman has arranged for the litter to be taken away with several van loads. The rough sleeping is no longer an issue in this location, however occasionally small groups of teenagers still hangout here, although not as bad as it was. Police will also often visit this location. The Outreach Team also continue to target this area encouraging people to move on and remain in contact with the managers of the stores. Staff have been provided the Outreach Teams contact numbers including mobile numbers and advised to phone us anytime they see these groups hanging around. Our contact details are kept behind the store cash tills for ease of access to staff.

Case 7 – Winter Night Shelter 2014

The Cold Weather Winter Night Shelter: This was located at St. Andrews Church in Uxbridge. It was organised by St. Mungos and was open for 6 weeks, from January-February 2013, offering 10 bed spaces on a first come first served basis. The referral pathway was through Hillingdon Borough Council; all referrals were made directly to the Housing Needs Team. Due to the amount of beds available priority was given to the most vulnerable rough sleepers known to The Outreach Team. Some of the street homeless that were identified during the Rough Sleeper Count 2013 were also contacted and offered the opportunity to be referred to the Winter Night Shelter. The referral forms were distributed 2 days prior to the shelter opening. We managed to fill 7 bed spaces on the first day of opening, 5 referrals returned due to how quick the 10 bed spaces were filled.

Progress of the 7 people referred to the Night Shelter by HAGAM Outreach Team- 2 out of the 7 (JM & OL) stated they did not need support with drug and alcohol issues, JM is seeking asylum and has no access to public funds and did not wish to be reconnected back to his country of origin. OL did not wish to be housed or supported with a new claim for Job Seekers Allowance and stated he wishes to continue rough sleeping. Due to concerns regarding his decision he was offered a mental health assessment but also refused. OL informed of this 2 days prior to the closing of the shelter. During their stay at the Night Shelter they both gained weight and were able to sleep in a safe and warm environment for the 6 weeks. Both JM & OL are aware that the offer of support is still available should they change their mind and wish to accept the support offered.

5 out of the 7 (PR, AK, PS, MM, JG) had their unemployment benefits re-instated, registered with a GP, had full medical examinations- During this PR was admitted to Hospital due to an infection on his hand that had been there for the past two weeks. When admitted into Hospital he was diagnosed to have Septicaemia (Gangrene) that was spreading up his arm. PR has also been sober for several weeks and has not returned to street begging. They all accepted support from HAGAM Structured Treatment and remain engaged. 4 of them are housed except for MM who was assessed by Trinity Housing and said to require a high level of support and need for them to accommodate due to mental health and alcohol dependency. We did offer the option to be housed in a shelter in Shepherds Bush but he refused and unfortunately has chosen to sleep rough. He has since also dropped out of Structured Treatment. He is also aware that the offer of being housed in Shepherds Bush shelter is still available should he change his mind and accept the support. We will continue working with MM during Assertive Outreach sessions in the community. Following the closure of the Night Shelter there was an event attended by all volunteers and staff who supported the shelter, which was also attended by the Mayoress and Deputy Mayoress of London Borough Of Hillingdon.

Case 8 – Drug den

Active Drug-Den shut down through great partnership working: An active Drug-Den was identified along the Grand Union Canal whilst HAGAM Outreach Team were carrying out their daily duties. Located underneath the bridge accessible from North Hyde Gardens Hayes and directly opposite the British Airways engineering building. We were initially made aware of this location after an Indian male attended HAGAM's Breakfast Drop in and stated he was an illegal immigrant with an alcohol dependency and that he was rough sleeping at this location. He spoke very little English but spoke fluent Punjabi. An appointment was arranged for him to see one of HAGAM's outreach workers who also speaks Punjabi. As this was a new location to the Outreach Team and it was decided that we visit this location as it could be a potential Hot-spot. On our arrival to this location we saw this was a concrete room with a metal door that had been forced open for entry. This was a discreet location making it an ideal location for criminal activity. During our stay we noticed that the public were carrying on with their daily tasks such as walking, jogging and cycling and did not notice any of the

illegal goings on. There were signs of drug paraphernalia, alcohol use and rough sleeping. It was obviously visible that this area was being used as an active drug den for drug and alcohol use as well as drug dealing.

In the twenty minutes we were at this occasion speaking to the males present our observations were: That one male had hold of the drug dealing mobile phone and was also a look out, one male had hold of the suspected drugs and one male was doing the running and delivering of the drugs. In the time we were present this male had run up and down three times seeing three different people near the junction where Nestle Avenue joins North Hyde Gardens. The Police were informed of this immediately. The Indian male who attended HAGAM for support has since been collected by Thames Reach Outreach Service and taken to the Night Shelter in Shepherds Bush along with another Indian male. The drug den has since been shut by sealing of the metal door, cleared of rubbish including used drug injecting equipment and a large knife, which the Police described as a Machete. During our joint outreach sessions with the local Police we continue to keep an eye on this location.

Case 9 – Fraud Team

The outreach team work closely with all departments in the Civic Centre including the Fraud Team. During outreach sessions we also gather intelligence on issues regarding the local community and intelligence is then passed onto the appropriate agency. This also involves reporting suspected rouge landlords to the Housing Fraud Team and then investigated.

EMAIL BELOW RECEIVED FROM THE POLICE OFFICER LEADING THE ABOVE INCIDENT

Dear All

Just an update on the situation with the canal tow path and bridge at North Hyde Gardens and where we are so far:

The door to the void under the bridge has been sealed shut

Graffiti has been removed from Station Road canal bridge and North Hyde Gardens Bridge

Litter has been cleared from the tow path <http://www.getwestlondon.co.uk/news/local-news/police-clean-up-canal-bridge-6948254>

The access gate to the tow path at North Hyde Gardens will be locked daily between 6pm and 7am. This will kindly be administered by G4S as part of their daily duties.

tasks still to complete:-

Temp CCTV to be installed at North Hyde Gardens by Hillingdon Council subject to waiting list.

BA and Abellio have commented there has been a significant decrease in vehicle and foot traffic to the area. This has been backed up by our own patrols which have confirmed that the issue of drug dealing has been dispersed. There is still an issue of street drinking as since the clean up on Wednesday 9th April there was the usual build up of beer cans along the tow path.

I want to also take this opportunity to thank you all for your support and enthusiasm during this project, without which the issues could not have been dealt with so effectively.

Kind regards

Appendix 2:

Working in partnership

Testimonials from partner organisations

Chairman of Hayes Town Partnership

“Street drinking and rough sleeping remain a high cause of concern to people in Hayes Town and the outreach work done by the small Hagam team is crucial in dealing with this problem. It is a real challenge to engage those who are involved and to find ways of giving them the help they need but the Hagam workers have had some real successes. With cuts in benefits and shortages of accommodation the need for this work is likely to get even greater in the future and it is essential that the authorities realise why the provision of adequate funding is absolutely essential”.

Regards

David Brough

Chairman

Hayes Town Partnership

Outreach worker Tom Povey from Thames Reach

“Thames Reach also works in conjunction with other agencies as we recognise that a joint approach is often necessary in order to help people more effectively. We have been very pleased to be able to work with HAGAM in trying to help rough sleepers in Hillingdon back into accommodation. One of the barriers we often face with people trying to access suitable accommodation is the drug and alcohol issues that they may face. HAGAM’s services and the ease of which we have been able to access them have therefore played an important part in our mission of ending rough sleeping”.

Yours sincerely

Tom Povey
Outreach Worker
Thames Reach

The Mayor of Hillingdon

“Thank you for such an interesting and well planned visit to your potential clients in Hayes.

We could see how important your very well organised risk assessment for outreach workers is when you are out in Hayes visiting the known places where HAGAM clients may be contacted.

The visit really raised our awareness of your work. It is comparatively more straight forward to sit in an office or counselling room to work with clients but the outreach is a different story. The relationships and respect that you show your clients are part of what is making HAGAM successful in Hayes.

We share your concerns about Khat. This was an issue Cllr Shirley Harper-O’Neil first raised that was later taken up by the chair of RESPOC and a paper was delivered to Parliament sharing your concerns about the availability of the drug on the streets of Hayes”.

Yours sincerely

THE MAYOR

Councillor Allan Kauffman

The Worshipful the Mayor of Hillingdon 2013-14

Marcia Richardson

“RE: WORKING RELATIONSHIP:I have worked in partnership with HAGAM for the past 3 years over which we have formed a positive working relationship in support of residents who are in need of support for Drug and Alcohol related issues.

Bal Chahal and his colleagues have supported our residents during our Breakfast Club held at Ventura House every Wednesday where residents go to chat, compile CVs’ and look for work. The team formed positive relationships during those sessions and able to convince those harder to reach residents who believed they did not have a problem, to seek help.

On one occasion I had concern about a young female who was being sexually exploited by a group of Eastern European men in Hayes Town.

Bal was able to reach this young person and put in place a secure and safe structure”.

Yours Sincerely

Richardson

M.RICHARDSON

SENIOR HOUSING OFFICER

YMCA West London

Operations Manager for the library service in the Hillingdon Borough said

“The library service developed closer links to HAGAM last year when Sandra Kendall, manager at Ruislip Manor library, called for advice and support regarding a homeless man and substance abuser, sleeping in the underground car park area. Following a successful result in getting the man the help he needed, the Operations Manager for the library service, Darren Deeks, invited Bal to the January 2014 branch managers' meeting to explain the work HAGAM do. Bal answered questions on how HAGAM can assist when library staff are aware of homeless people with addiction problems. Branch libraries display HAGAM posters and information, and the offer stands for HAGAM to use library space for one-off drop-in advice sessions.

Sandra acts as the main contact for HAGAM on behalf of the libraries, ensuring updated information on the Recovery Programme is distributed to all libraries”.

Regards

Darren Deeks

Operations Manager

PC Hooper said

“As the local policing team we are grateful for the options working in partnership brings with HAGAM.

Having been out on the streets of Hayes Town with the HAGAM team we have been able to connect with those who may not want to be approached by Police officers solely, and we have steered many in their direction for help. We feel that the HAGAM team have helped us greatly with the issues we face in our Town centre”.

Pc Jason Hooper 111XH

Hayes LPT

Hayes Police Station

Appendix 3;

Hot spot areas

Outreach Hot Spots Identified

Year 2011

1. Barra Hall Park, Hayes End
2. Beck Theatre car park, Hayes End
3. Cold Harbour Lane, Hayes
4. East Avenue, Hayes
5. Hayes End, Uxbridge Road and surrounding streets
6. Hayes Town Centre, High Street and the surrounding streets
7. Land Behind the McDonalds, Hayes Town Centre
8. St Anslem Church, Hayes Town Centre
9. Under the A312 by-pass, Hayes
10. YMCA, Hayes

Outreach Hot Spots Identified

Year 2012

1. Alleyway at Papa Jones pizza shop on Botwell Lane, Hayes Town Centre
2. Alleyway between The Card Factory shop and Halifax Bank, Hayes Town Centre
3. Alleyway between Thomas Cook and the Phone Shop leading to the land behind Fara charity shop, Hayes Town Centre
4. Barra Hall Park, Hayes End
5. Beck Theatre car park, Hayes End
6. Cold Harbour Lane, Hayes
7. Coleridge Way, Hayes
8. East Avenue, Hayes
9. Fisherman's lake, West Drayton
10. Hayes and Harlington train station car park, Hayes
11. Hayes by-pass
12. Hayes End, Uxbridge Road and surrounding streets
13. Hayes Town Centre, High Street and the surrounding streets
14. Heathrow Airport
15. High Street Yiewsley, West Drayton
16. Land behind the McDonalds, Hayes Town Centre
17. Park near Hayes by-pass
18. St Anslem Church, Hayes Town Centre
19. The old swimming pool on Central Avenue, Hayes
20. The Old Vicarage High Street, Yiewsley
21. Under the A312 by-pass, Hayes
22. Uxbridge Town Centre (near HSBC)
23. Uxbridge Town Centre underpass near the Civic Centre.
24. YMCA, Hayes

Outreach Hot Spots Identified

Year 2013

1. Alley behind Gymphobics, Ruislip
2. Black Rod Close
3. Blythe Road multi storey car park
4. Canal pathway, Hayes Town – (x 16 hot spots identified along the Hillingdon Borough side of canal, including Canal pathway at Yiewsley & West Drayton + 1 active drug den near North Hyde Gardens bridge)
5. Garages on Dunedin Way, Yeading
6. KFC Uxbridge Road, Hayes
7. M4 flyover Harlington
8. McDonalds Bath Road, Harlington
9. McDonalds Uxbridge Road, Hayes
10. Minet Alley, Hayes
11. Minet Country Park- Cycling track, Hayes
12. Nestles Avenue
13. Noodle Bar, Uxbridge road, Uxbridge
14. North Hyde Gardens
15. North Hyde Road
16. Park behind Yiewsley library
17. Red Brick Estate, Keith Road, Hayes
18. Ruislip Manor Library
19. Sandow Crescent
20. St Marys Church, Harefield
21. Subway by Hayes and Harlington train station
22. Tesco multi storey car park, Uxbridge
23. Tesco Uxbridge Road, Hayes

Outreach Hot Spots Identified

Year 2014

1. Adam and Eve Pub, Uxbridge Road
2. Addison Way, Hayes
3. Church Road, Hayes
4. Grapes Pub, Uxbridge Road
5. Harding House, Hayes– Addison Way
6. Kenilworth Gardens, Hayes
7. North Hyde Gardens
8. Somali land Community Centre Alley (leading to Coldharbour Lane)
9. Sutcliffe House, Hayes – Addison Way
10. Tesco Uxbridge Road
11. West Way chapel, West Way Ruislip
12. Will Tree Marina
13. Will Tree Park

The total amount of Hot Spots identified whilst carrying out Assertive Outreach sessions to date is 70

