



READY4HOME

WE BUILD BETTER LIVES TOGETHER



THE COST OF RE-REOFFENDING TO THE TAXPAYER IS £15 BILLION PER YEAR





**65,000 releases or
licenses a year**



**50% reoffend within 12
months**



**60% of reoffender's say
"having a home would
have made a
difference"**



**80% of ex-offender's who
reported homelessness
before re-conviction.**



**Over 30% of ex-
offenders report having
learning difficulties and/
or disability**



**50% of Offenders are
estimated to have no
school qualifications.**





Environment

The operating environment is challenging with demanding targets from our partners. They themselves are faced with significant financial, political and demographic challenges. The forthcoming Homeless Reduction Bill and the rollout of Universal Credit mean we have been responsive in our planning to cope with the impact of these two major pieces of government legislation.





Ready4Home offers bespoke through the gate services to men and women currently serving custodial sentences who face both homelessness and unemployment upon release. Ready4Home is committed to ending homelessness for ex offenders and reducing reoffending rates.

We are distinctive both in the agile way we work as a small and flexible organisation and in the integrated range of services we offer. We also create a seamless transition plans for our clients at the point of them leaving our service. We understand that people may not be ready to engage in our timeframe. We work with our partner agencies to sign post our client's future needs.





Our mission is to deliver a culture of compassion and integrity with the sole purpose of supporting our clients to become resilient, with the confidence to be independent, taking part in all aspects of society regardless of age, disability, gender, race, religion, belief or sexual orientation.



Organisational Robustness



To deliver a successful business plan it is essential we operate effectively, efficiently, building reserves for future growth.



We ensure our staffing models are flexible and adaptable and staff are trained and supported to deliver our services to the highest standards.



We offer employment opportunities, training and guidance to our main client base



We quality assure our work through a governance audit structure to ensure that best practice is achieved at all times.



Service Delivery



We deliver a start to end service, offering support to those who are about to be released from prison and are in danger of becoming homeless. They are accommodated in our properties for a maximum of 18 months and ultimately into their own accommodation, in paid work or volunteering roles. We support any drug, alcohol, mental / physical health, working alongside our partners locally and further afield when required to meet specific client needs.



Our mission is to investigate new opportunities and actively seek to broaden the support offered to those facing homelessness or who feel marginalised through historical mistakes or failed interventions.



Ready4Home are innovative, creative and responsive to the needs of both clients and our community. We are a small autonomous organisation with a flexible approach, enabling a fast implementation of new models of working.



Ready4Home will nurture excellent community involvement, focusing on being a respected part of the community.



Overview

Ready4Home Housing Support CIC assists clients who are homeless and socially excluded to access sustainable and appropriate accommodation; to help them build relationships and lead meaningful lives. At the centre of the organisation is a group of people who have the collective experience to achieve the following Strategic aims:



Listen to the needs of our clients by promoting 'Client Voice' which will shape our support and intervention structures



Everyone in the organisation being a valued and well-respected member of the community



Extending the range of services provided through effective partnerships



Client Voice

- 👤 We have identified the level of involvement needed from firsthand knowledge of the prison system.
- 👤 Through continued meetings and correspondence with our partners, we have made allowances to develop the structure of our services to meet the needs of our clients and commissioning partners.
- 👤 Monthly client involvement meetings provide important feedback of the impact of our support services, which allow us to have a fluid approach to planning.
- 👤 Our business model has been developed to involve our clients in all aspects of the organisation. They are the people who experience our services they are best placed to give their views and opinions on the impact of our services. We seek to provide more opportunities for those who have used our services to volunteer and get involved in service provision, support and potentially employment within our organisation.
- 👤 We have a client involvement champion amongst the existing staff team, which have a remit to grow the involvement of our clients. Client feedback is sought via an online portal, which has been developed with client involvement. This actively shapes our services where possible.
- 👤 We have built a peer-to-peer mentoring program. This has helped us avoid over dependence on staff and reduce the likelihood of institutionalisation.



Everyone in the organisation is a valued and well-respected member of the community

- 🏠 It is essential that Ready4Home is a valued part of the local community. To reach this goal our local community stakeholders' involvement helps shape the conditions that we put in place for our client license agreements.
- 🏠 One of our key objectives is to include our clients in a number of community improvement activities, charitable associations and local community annual events.
- 🏠 We aim to be proactive in building community confidence in Ready4Home and our clients where necessary, reassuring and educating community partners and residents about what we are trying to achieve as an organisation.
- 🏠 We react and respond in a timely manner to any adverse behaviour of our clients, which are perceived as problematic to the community.



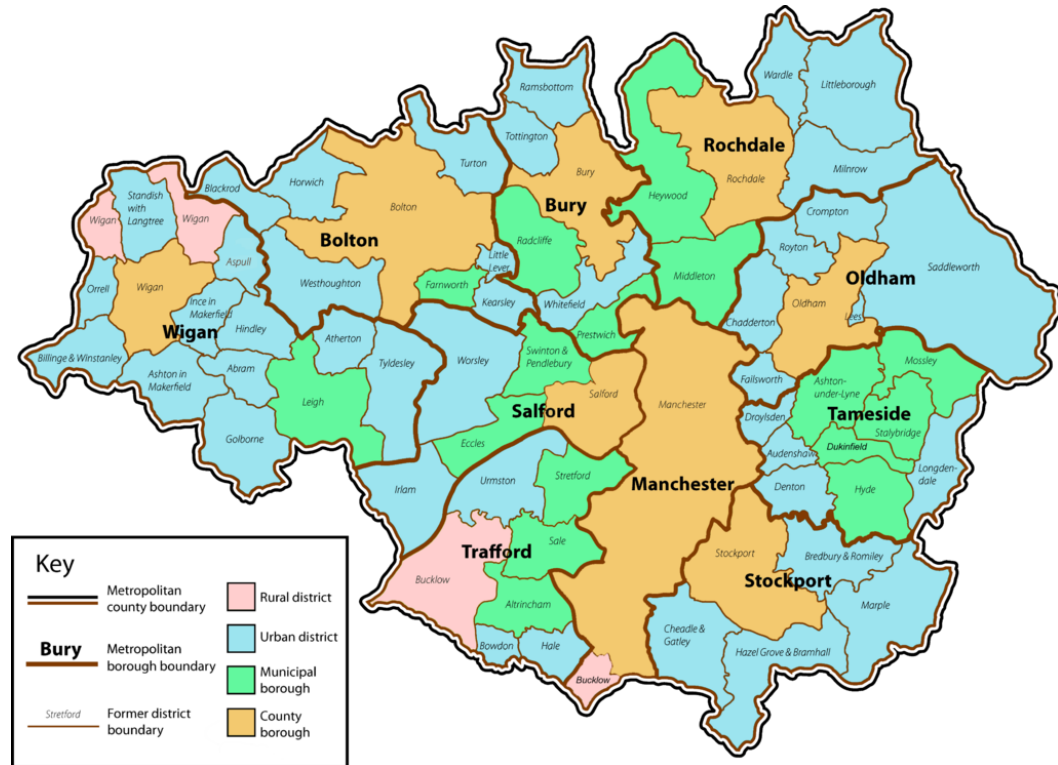
Extending the range of services we provide through effective partnerships

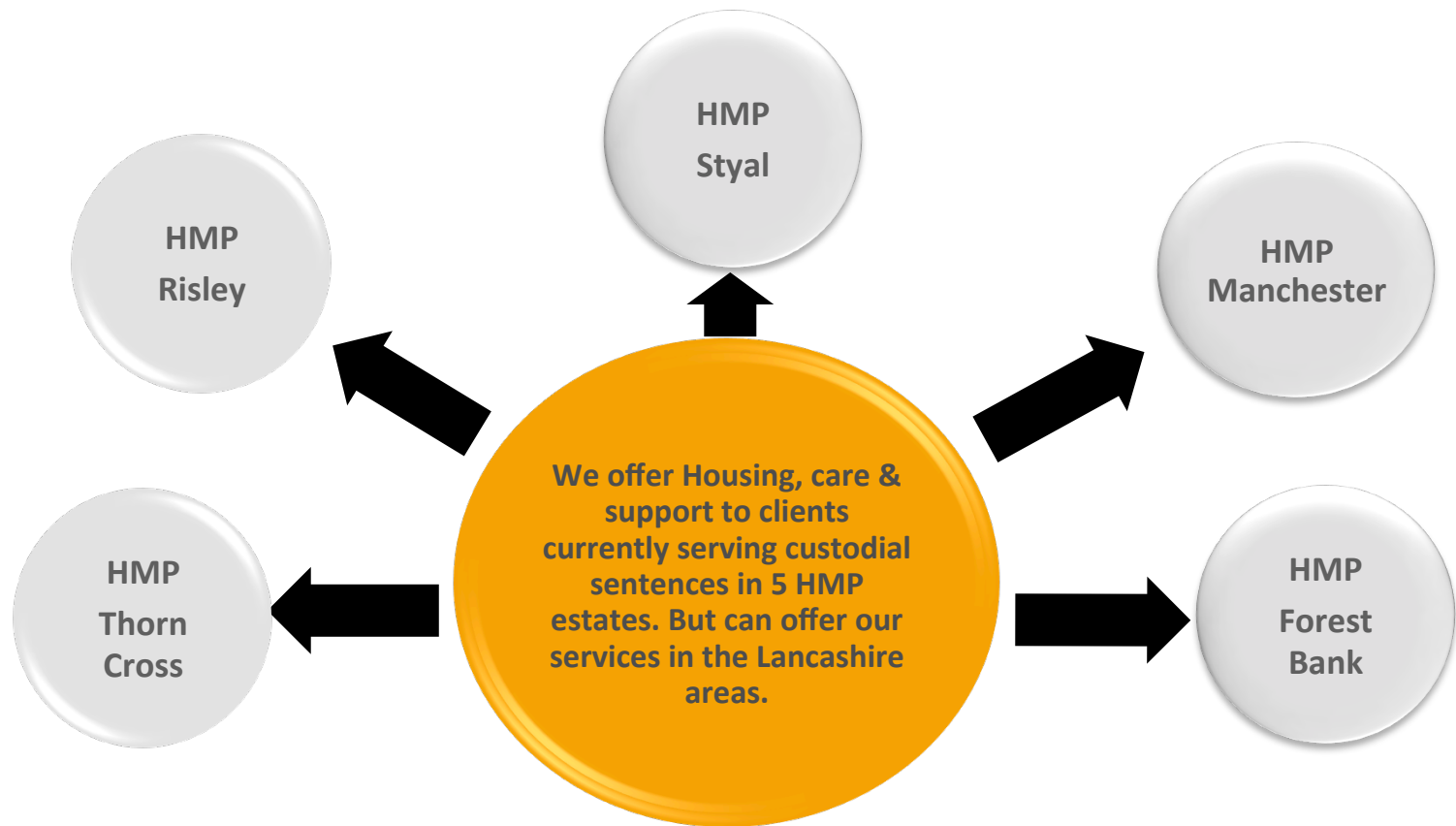
- 🏠 Ready4Home has already established strong collaborations with long established charities. We seek to improve and expand on creating working relationships that will be beneficial and will extend the services we can deliver. We will:
- 🏠 Foster new beneficial partnerships with agencies that provide services appropriate to the needs of our clients.
- 🏠 Include local authorities that border Greater Manchester ensuring services are not fragmented as clients move across boundaries
- 🏠 Ensure local health providers support the physical/mental health and wellbeing of our clients
- 🏠 Reduce the community burden from antisocial and offending behaviour by working closely with the Police and Probation Service.





We endeavour to work in partnership with neighbouring boroughs to procure specialist support for our clients when necessary.





Our partner agencies make us aware of any restrictions and/or exclusion zones as a result of the clients offending behaviour. This information makes up part of the terms and conditions of the license upon release from custody. If the client breaks these conditions, then an instant recall to custody is triggered.



Our Financial Resilience

Buildings

Ready4Home does not own any properties. However we do intend to lease and open a "Hub" Centre.

The property management and all maintenance is carried out externally. This is clearly laid out in the terms and conditions of our agreement with the property owners.

Mainstream commissioning opportunities

We give high priority to retaining current contracts and bidding for new work commissioned by local authorities, regional government, CCGs (Clinical Commissioning Group) and others.

Wider commissioning opportunities

There are new opportunities emerging for work via health and criminal justice routes with an emphasis on providing value for money. If the contracts are in line with our values, and ethos, Ready4Home will investigate them further.

Other income sources

Ready4Home is currently funded by its directors and is not reliant on external funding outside of the traditional payment on results model adopted by other support providers in the sector.

We work with Local Authorities on a case-by-case basis. If a client application is successful and they are welcomed into the area from which they originate, we negotiate payments of Housing Benefit, Enhanced Payments for support and service charges.

We will approach other Local Authorities and put a case-by case application forward explaining our services and the support those who have exclusion zones and/or other license conditions to adhere to upon release from custody.





Charter

Professional - Ready4Home is committed and passionate about the work we do and will ensure all necessary skills to provide our services. We value our staff, always expecting their very best.

Collaborative - We will engage our clients in actively shaping the future of Ready4Home, and seek involvement from the local community to build partnerships with associated agencies.

Empowering - Ready4Home aims to build trust through communication and understanding and will support clients to make changes in their lives by offering the support, which meets their needs.

Responsive - Ready4Home will strive to respond to clients support needs and demonstrate flexibility at all times. Each client will have 3-4 hours of support per week. We will adapt to changing needs and demands within the sector.

Inclusive - Ready4Home respects all differences in both clients and staff and value them for who they are. We will encourage participation in all aspects of the organisation and will do our best to bridge the gap between those directly affected by homelessness and the wider community.

Aspirational - Ready4Home will work to achieve consistently excellent outcomes believing that clients can reach their full potential with support. We will focus on having a well trained and experienced staff team and will look towards future opportunities to broaden and improve the services we offer.



Clients

Commissioning
Partners

Community

Our philosophy is a client centered approach, assisting people to gain confidence, self-esteem and successfully gain secure accommodation. However, more than ever before, a 'one size fits all' approach is redundant. Ready4Home will meet the needs of our clients by offering new initiatives and new models of working.

These will include the following:

- Our Outreach team offers a holistic approach to our clients including Drop-In sessions as well as workshops offering key skills and confidence boosting activities which will be delivered in house and through our external partner agencies.
- A dedicated phone line is installed in every property giving direct access to agencies such as, Rape Crisis, Domestic Violence, The Samaritans, Alcoholics Anonymous etc.
- We provide Moving On Transition workshops for clients who are coming to the end of their journey with us and who are ready to access employment and unsupported accommodation.
- Access to Support Workers is unrestricted, although an average of 3-4 hours contact per week is available to each client. Our Support Workers have extensive knowledge of the difficulties faced by ex offenders and respond proactively. This knowledge also allows our Support Workers to work seamlessly with our commissioned partners and the community.
- Our flexible approach allows members of our team to use their expertise to run frequent workshops within prisons, actively supporting clients before release. This enables the organisation to respond to the changing prison population and their evolving needs. The organisation is establishing a professional and trustworthy relationship with the prisons that we work with.





Clients

Those who access Ready4Home services for support are demographically diverse and have widely differing needs. Ready4Home works with individuals who need:

- 🏡 Support such as early intervention, signposting and advice.
- 🏠 A wrap around service including accommodation and preparation for working life.
- 🏠 Long-term support and access to further support and accommodation after the initial license of 18 months has expired.



Through the Gate 8 Step Process

Our vision is that everyone has a right to a home; regardless of the difficulties and issues they may face in their lives. The through the gate service follows this pathway:

1

- An initial interview with the client and a thorough understanding of the clients needs in collaboration with our partner agencies. This will lead to the selection panel where the needs of the client will be assessed and permission to succeed is granted

2

- After successful selection, the designated Support Worker will initiate the preparation for release plan with the client and the Offender Management Unit within the Prison

3

- On the day of release the Support Worker will meet the client at the gate and take them to any required appointments.

4

- They will then take them to their new accommodation and familiarise them with the layout and accommodation contract of residency.



Through the Gate Process

5

- The accommodation will have a full Welcome Pack that will include all necessary items for the client until benefit entitlement is received. The Support Worker will also give the client a client information handbook that will outline visit times, contact number and useful local area information

6

- Free Phone line to various services, Samaritan, Rape Crisis, Drug and Alcohol and a direct line to our services with designated to Support Workers.

7

- The designated Support Worker will give 3-4 hours support per week to the client and will remain their point of contact from start to finish. To maintain continuity the Support Worker will be responsible for all clients residing in that accommodation

8

- During designated meetings between the Support Worker and client. The client personal support plan will be developed to include any necessary multi agency interventions, education and training opportunities in preparation for working life

