

**IMPACT
MATTERS**

**EMERGING
FUTURES**

**CHESHIRE EA
GLOUCESTER
HERTFORDSH
LANCASHIRE
HOUSING
LEEDS
MANCHESTER
NORFOLK
WEST SUSSEX
BIRMINGHAM
CHESHIRE EA
KIRKLEES
SWINDON
LANCASHIRE**

INTRODUCTION



An emerging need

Emerging Futures was created to coach and support people recovering from drug and alcohol use. This highly skilled, intensive work can take many years. However, we believe most people can and will succeed if they have three key assets:

- **Someone or something to love**
- **Something positive to do**
- **Somewhere safe to live**

As we grew, we found homelessness blocked many of our service users from moving forward. There was a national housing shortage and a lack of residential places for people in treatment. There were few specialist services and private landlords were reluctant to rent to people leaving custody.

So, Emerging Futures moved into the housing sector. We started as an intermediary, guaranteeing rents for service users who had just left prison. Fast-forward to today and we are a substantial housing provider in our own right. We offer safe homes, treatment and support to people who want to overcome complex problems.

Along the way, we adopted Acceptance and Commitment Theory (ACT), to guide our approach to housing services and define our aspirations for service users. With ACT providing our framework, we understand that to stay aligned to our purpose and values, we need to adapt our approach to the situation.

Now, where we find housing gaps, we seek to fill them.

Ray Jenkins,
Chief Executive Officer

OUR HOUSING

Emerging
Futures has:

358+

bedspaces

64+

properties

Our range of housing options meet the needs of people moving from homelessness to independence. With all our houses, we are guided by one simple question:

► **Would I live there?**

Only a resounding 'Yes' means a property meets the quality standards our residents deserve.

Of our residents:

23%

of people have come out of prison.

1 in 8

have been asked to leave home by family or friends.

6%+

have suffered domestic violence or other forms of harassment and intimidation.



Transitional recovery housing

Transitional housing provides support and a stable home for people to make the necessary changes to their lives to move towards independent, healthy living.

We started by providing transitional accommodation for people using our recovery services. These are safe homes with intensive group and individual support and a big emphasis on structure, routine, peer support and community activities such as volunteering. We understand that recovery is never 'one size fits all', and these houses provide flexibility for residents to move on to greater independence when they are ready, or to step back into a more supported environment if they are struggling.

Residents are not allowed to use drugs and alcohol. However, people who lapse are supported elsewhere in the community (by our staff or local drug services), until they can return. Our staff with lived experience of addiction are particularly effective at encouraging people who lapse to try again.



Complex needs housing

Complex needs housing provides accommodation and a safe space for people facing homelessness who have substance misuse issues, mental and physical health needs, or are involved in crime.

We realised our transitional housing model excluded many people. So, we also set up complex needs housing to support vulnerable people in crisis. This emergency housing provides warmth and safety while

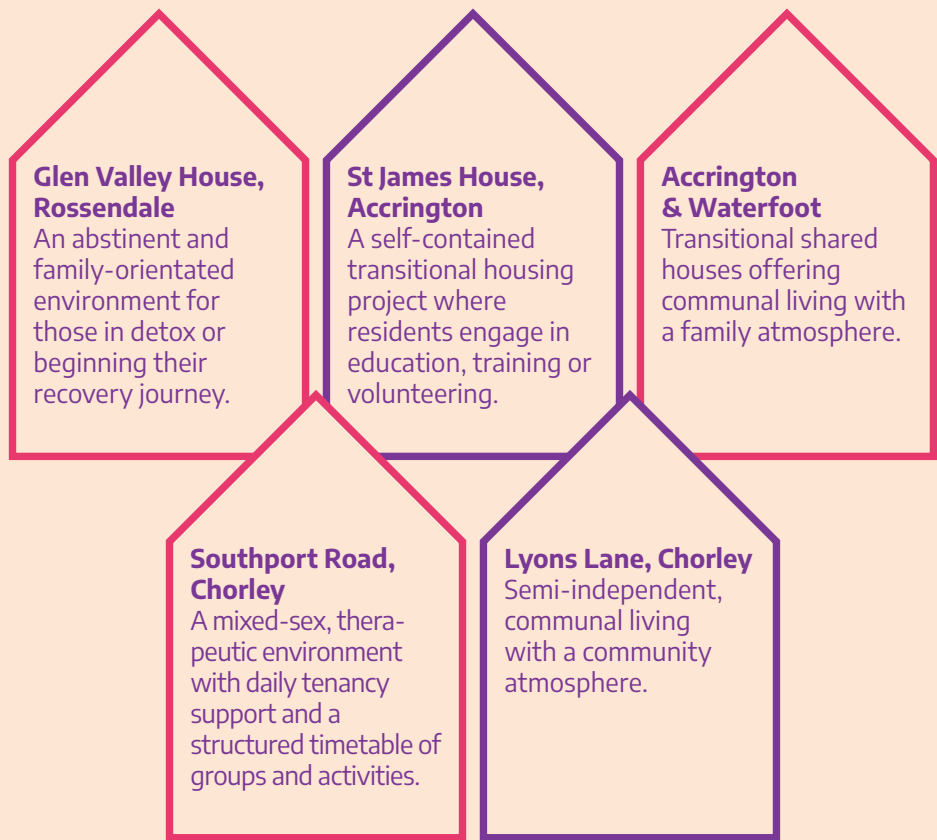
staff build people's trust and confidence and address their basic need for health services, benefits and stable medication.

Working with people with complex needs and chaotic lifestyles is challenging, but we know they can successfully engage in treatment. Support from peers and staff with lived experience often inspires people to believe in recovery and a positive future.

Local networks

Our houses sit within local support networks built in close partnership with local commissioners and other service providers, filling gaps rather than duplicating services.

We might begin with transitional housing and then discover a need for crisis support for people with complex needs. The network will also include options for people to move-on or step-down, as this example of a supported housing network across Lancashire shows.



In 2021/22 we supported 1,069 people in our houses. This section looks at how we helped these individuals.

82%

had a formal mental health diagnosis.

55%

had a physical health problem.

83%

had contact with the criminal justice system.

3%

were in full or part-time employment.

OUR IMPACT

Moving on

In 2021/22, 727 residents moved on from our supported accommodation, with 482 people moving in a planned way. Of those planned pathways:

30%

went to live in their own accommodation, or with family or friends, and reintegrated back into the community.

9%

were taken into custody or became homeless again.

61%

continued their recovery journeys in other forms of supported accommodation, including residential rehabilitation and detoxification services.

Achieving personal goals

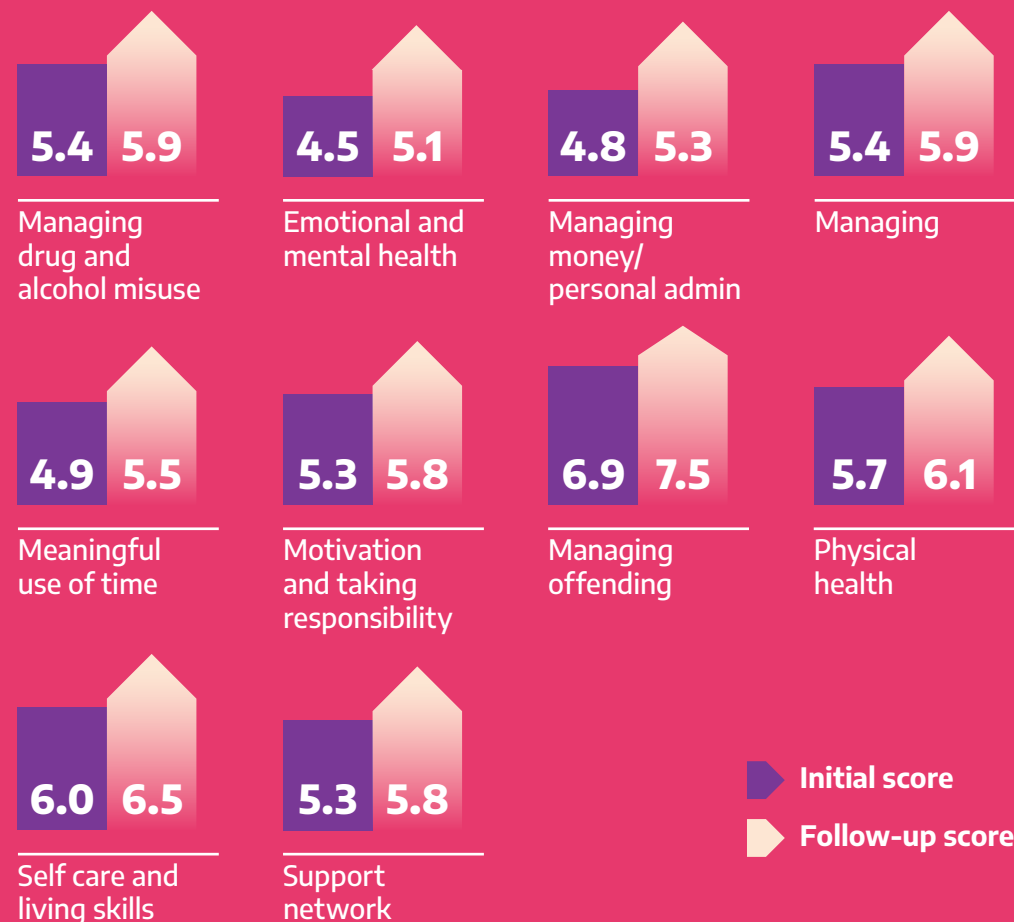
We ask our residents to regularly review and rate their own progress against ten key outcomes, including physical and mental/emotional health, motivation, social relationships and life skills.

326

of our residents completed both an initial and follow-up self-reported review within the 2021/22 financial year. Although individual recovery journeys typically follow an uneven trajectory with both progress and set-backs, on average this cohort of residents made significant measurable progress across all ten domains.

Small steps are significant steps:

We ask our residents to regularly review and rate their own progress against ten key outcomes including physical and mental/emotional health, motivation, social relationships and life skills. The scores represent the journey of change, which start from feeling stuck, progressing to believing in change and reaching self-reliance.



Angela's* story

“Moving to this rehabilitation house/community is the best move I have made. I am now two months sober and clean from the chaotic life I had for six years. Just living in a proper routine, doing groups, managing my pain medication responsibly has been fantastic. I feel I have the drugs scenario well under control and am starting to understand myself a lot better. I have so many underlying problems that staff and my group of peers are helping me with.

“Activities are a real part of this house and so good for me and the group. For the first time in many, many years I feel that I am really starting to thrive. I am so thankful for this fresh start.”

*Name changed to protect confidentiality.



What our residents think

We asked 59 residents living in 18 different properties over a two-week period in February 2023, to rate their experience with us.

Practically everyone said our homes were a better place for them to live and almost half gave us full marks for helping their recovery. Over a third could find no room for improvement.

“I’m full of hope and things are starting to happen for me that didn’t seem possible five months ago.”

Highlights

High-quality support

63%

of people praised the quality of support from staff and peer mentors.

“They [staff] genuinely care about our wellbeing. Not once have I been told to “come back later” when I needed to talk. That is invaluable in recovery.”

Progression

24%

of people said we helped them move forward in their recovery journeys.

“I’ve had lots of help with my problems and working things out. The rules and tenancy agreement have helped me to be drug free and not reoffend.”

Safety and security

24%

of people said they valued having a home and a safe space with structured support.

“A warm house, a comfy bed and a roof over my head. Safety, security. The best thing about it is I have a place to live.”

Room for improvement

We could do even better in a few areas such as: more groups, courses, keywork sessions and move-on options; better communication; more supervised drug testing and help with maintenance issues.



SOURCING OUR HOUSING

We source properties from private landlords, registered social providers and investors, especially those with a social conscience. As our reach and reputation grows, we are increasingly approached by potential partners who want to work with us.

Renting to people working towards recovery can have drawbacks, so we are always honest with landlords about what to expect. On the plus side, we offer guaranteed income without any breaks in tenancy and undertake to make good any damage.

Our residents deserve high-quality, therapeutic homes with good-sized bedrooms and a communal living space, so we are transparent with private landlords about their financial returns.

In July 2021, we succeeded in accessing a £2.3 million social investment loan from Social and Sustainable Capital (SASC), to fund an additional 38 beds in nine properties.



HOUSING AND ACT



Acceptance and Commitment Therapy

ACT helps motivate our service users to take steps forward, guided by their values. They learn to accept their experiences, rather than struggling with them or struggling to avoid them. We see ACT's impact, daily. E.g. "I'm finding sitting with my own thoughts positive now".

ACT also helps our staff, not only by connecting them with their personal values, but also with our organisation's values of respect, integrity and accountability. To maintain those connections, our staff need the freedom and flexibility to adapt to what they face locally: responding to their residents, with their needs, in their accommodation. But not without support.

Acceptance helps us to acknowledge the complex needs of our residents, and the inevitability of setbacks or problems. It allows us to be better prepared with guidance and procedures that keep the accommodation safe and secure for all.

WHAT WE HAVE LEARNT

Partnership

High-quality partnerships with commissioners and other treatment agencies are essential and must start early. Cooperation, not competition, is the key to providing services that meet local needs.

Funding

Quality cannot be provided on the cheap. We need enough funding to meet our residents' needs, especially those with complex issues. Close collaboration with treatment providers generates plenty of referrals of people ready and able to benefit from our housing support. This keeps our houses full and well-funded.

Governance

The quality and safety of our housing is fundamental to its effectiveness. Investing in the professional skills of our central housing team means we can be sure our homes are safe, compliant and nurturing. All our properties comply with the highest health and safety standards including those relating to fire safety, damp, asbestos, carbon monoxide and the full range of hazards identified by the Department for Communities and Local Governments.

We will continue to expand our housing services across the country so many more people get a chance to rebuild their lives. In addition:

- We will provide affordable housing for members of staff with lived experience who work part-time or on a permitted earnings basis.
- We will expand our range of affordable move-on accommodation, both to support people's long-term recovery journeys and free up bed spaces for more people.
- We will provide more employment opportunities to help residents develop their careers and life potential.

WHAT NEXT?



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Get in touch

We hope our story has inspired you. If you are a commissioner, provider, investor or private landlord interested in developing a supported housing project with us, please get in touch:

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