

Creating homes.  
Building lives.



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# Welcome to Jigsaw Support...

Jigsaw Support brings our existing range of support projects together under one umbrella.

As part of the Jigsaw Group, we have combined the support and partnership services that were formerly part of New Charter Group or Adactus Housing with those of the charity previously known as Threshold Housing Project.

Jigsaw Support merges all of the Group's homeless and domestic abuse services with our early help, preventative, community and mentoring programmes in a new CBS (Community Benefit Society).

We work with communities, families and individuals across the North West of England, with offices and properties based in Manchester, Tameside, Oldham, Stockport, Leigh, Wigan and Lancaster.

Our projects and services are as diverse as the people we support and range from homelessness and housing advice, domestic abuse support, employment services to agency managed properties and more and includes our award winning Housing First programmes.

The majority of our services are commissioned via local authorities, health providers and charities where it has been identified that there is a gap in provision or a need for a new and innovative approach.



# Homes & safe places

Housing First  
Supported accommodation  
Complex needs  
Agency managed properties







## Housing First

Distinct programmes for female ex-offenders, Individuals fleeing domestic abuse, female rough sleepers and GM Housing First National pilot

Our Housing First service started as an internally funded pilot in 2015, to establish new ways of working with female offenders with multiple and complex needs – and for whom other services have failed. It has been recognised as having high fidelity to the original Housing First principles as well as being commended for its unique gender and trauma informed methodology. It has since attracted a further 3 years funding which will provide us with the longest evaluation study of this way of working in the UK.

‘Housing First’ is an approach which transforms thinking about how to intervene with homeless and vulnerable people. At its heart, Housing First has a recovery orientation that places the customer’s choice of housing and support at the centre.

The underlying principle of the Housing First model is that people are better able to move forward with their lives if they are first housed in permanent self-contained housing with wrap-around services as required. From this stable base people are then able to prioritise other problems and work through them at their own pace, making use of their strengths, and with the support of a worker to help make informed choices.

The model is well established, and has a compelling evidence base across the world. Results of 85–90% tenancy sustainment are consistently seen when the 7 principles are followed to a high degree of fidelity.

The initial programme was evaluated by the University of York and described ‘as a distinct variant of Housing First’ with unparalleled outcomes in tenancy sustainment and reducing offending.

There is a strong body of evidence that Housing First is a cost effective solution delivering strong outcomes for people with high support needs and we have used our experience and success in this area to develop further iterations of the service:

### **Housing First for Individuals fleeing Domestic Abuse**

We are one of only two pilots nationally testing the Housing First model as an alternative to refuge provision for households experiencing domestic violence. This service also has provision for women who have entered the country under a spousal visa, fleeing domestic abuse and who have no recourse to public funds whilst applying for leave to remain.

**Housing First for Female Rough Sleepers** – In recognition of the lack of appropriate provision and trauma informed facilities for female rough sleepers we have a further iteration of the original pilot supporting female rough sleepers and couples.

**Housing led model** – We have reconfigured an accommodation based service for single homeless people with medium levels of support needs to a Housing led model with several of the Housing First principles applied to delivery.

**GM Housing First** – We are one of the delivery partners for the GM Housing first national pilot programme with particularly responsibility for the fidelity of the programme and for the zone covering Stockport, Oldham and Tameside.



## Agency managed properties

Jigsaw Support has its own housing and property management service, with a portfolio of properties spread across Greater Manchester that have been sourced from a variety of registered providers and private landlords. Having this portfolio allows us to continue to offer support to vulnerable customers at a time when there is a shortage of social housing. These properties have a higher level of support than that available in general needs housing. These costs are met through service charges – where applicable.

Managing these properties gives us access to move on accommodation from supported housing. This allows us to make allocation decisions – ensuring that people with support needs, or those who may not otherwise be eligible to access housing, can have

a stable home and rebuild a more positive tenancy history.

Through this service we aim to:

- Provide high quality housing and property management services.
- Enable access to housing as part of a pathway for clients leaving supported accommodation services.
- Source and manage and maintain properties to a high standard.
- Open access to the private rented market
- Develop an income stream that can be used to support additional customers.

## Supported accommodation and complex needs

Bringing all our supported accommodation under one Jigsaw Support umbrella means we now currently have more than **\*\*160\*\*** units of accommodation across Tameside, Oldham, Wigan and Lancaster providing high standards of accommodation and 24/7 support for all the residents.

Services provide accommodation with onsite support for those with multiple needs such as alcohol and drug use, offending behaviour, poor mental health and both perpetrators and victims of domestic abuse.

All residents have a specific keyworker who works with them to help develop independent living skills, assist them to anchor in to the local community, supports them with personal goals and aspirations. Our services are built on a model that is recovery focused, asset based and trauma informed.

In addition we have specialist provision for:

Care leavers and young people aged 16 to 25 in Tameside and Wigan  
Specialist Mother and baby accommodation at Mariners View in Lancaster and Bamber Court in Wigan



## Housing Advice services

Statutory Homeless Service.

Jigsaw Support provides statutory housing advice services on behalf of both Tameside Borough Council and Knowsley Metropolitan Borough Council.

The services' primary objective is to prevent homelessness wherever possible. As part of the service they assess applications from claimants who are homeless or at risk of homelessness.

This assessment covers several areas; the reason for the applicants homelessness or risk of homelessness, the specific housing need of the applicant/the applicants household and the support needs of the applicant – identifying the correct support could help maintain the applicants current accommodation or secure a move to a new home. If the assessment determines 'a duty to provide interim temporary accommodation', the applicant will be placed into temporary accommodation provided by the Council.

We then continue to work with households to discharge any homeless duties owed by the local authority.



# Support & Refuge

Support for victims of domestic abuse  
Advice and counselling  
Providing places of safety  
Women's refuge



# Bridges

Domestic Abuse Service in Tameside.

Jigsaw Support offers a specialist domestic abuse service called Bridges.

Bridges provides an outreach service for all and refuge provision for women and their children that are at risk. In addition, they provide dispersed properties for occasions when the refuge is not appropriate/accessible.

The Bridges team has a range of specialist workers; these include key workers and Independent Domestic Violence Advisor's (IDVAs). IDVAs address the safety of victims at high risk of harm from partners, ex-partners or family members to secure their safety and the safety of their children.

IDVAs work with their client from the point

of crisis and serve as a victim's primary point of contact. After they have assessed the level of risk, they discuss the range of suitable options and develop the appropriate safety plans.

Safety plans are tailored to the client's needs; they include actions such as, emergency accommodation, civil/legal protection, signposting to other agencies and court support.

A key worker's role is very similar to that of an IDVA, however, they work on cases where clients are considered either at standard or medium risk.

Support work is completed on a one to one basis, with some planned sessions around domestic abuse. Specialist

workers also attend the Multi Agency Safeguarding Hub (MASH) daily, working alongside PCSOs to complete a triage of standard risk Public Protection Incidents (PPIs) in Tameside.

Children's social care have committed funding for two Children's IDVAs to support children who have/are being affected by domestic abuse within the family home.

Bridges also offer a wide range of specialist courses. These have been developed to increase awareness, help people to identify abuse, learn about appropriate relationships and improve self-esteem.



## Reframe

Pilot Project for Domestic Abuse Perpetrators.

The Reframe pilot project in Oldham is scheduled for 12 months. It is run in partnership with the Community Rehabilitation Service (CRC) and the police.

This project's primary aim is to help prevent domestic abuse.

It provides a programme for domestic abuse perpetrators, designed to prevent them inflicting further abuse. The service also provides support to the victims.



# Great Moves Women's Services

Accommodation Based Support for Women fleeing Domestic Violence.

Great Moves Women's Services provides refuge, intensive support and move on accommodation for women with complex needs.

- Fleeing domestic violence.
- Escaping honour based violence.
- Who are homeless.
- Who have complex needs.
- Who need/prefer a women only service.
- For whom other services would be unsuitable.

The service provides supported accommodation for women with or without dependent children including:

- Refuge for 17 women with or without children.
- Eight units of second stage move on accommodation comprising of two double rooms and six one bed flats.

Women in need of support are often experiencing a combination of issues.

These include homelessness, domestic abuse, offending, drug and alcohol misuse poor mental health and barriers that can

prevent re-housing such as former tenant arrears.

The service is as diverse as the issues it covers. The support provided can help women and their children recover from the trauma caused by violent relationships, so that they can move forward and live safe, sustainable lives, anchored back into the local community.

The overarching aim of the service is to provide women with a safe place to live.

## Housing First – Domestic Violence

Domestic Violence Victim Support Service

This programme is an alternative to refuge provision and a variant of the Housing First model.

The service works with households experiencing domestic abuse. It offers an alternative approach for those who are not able to, or do not wish to, access refuge provision.

The service also provides specialist support for women with no recourse with public fund, fleeing domestic violence.

The service provides houses for domestic violence victims in a community, rather than in a temporary refuge. They also provide specialist, intensive support and resources to ensure victims attain lasting independence and resilience.

The primary aim of the service is to bring about transformational change to the way that we respond to domestic violence and abuse.





# Motivation & empowerment

Removing barriers to employment

Support and resources for families

Empowering individuals

Supporting customers in resolving complex issues





# Motiv8

Multi-Support Service.

Grant funded Big Lottery/European Social Fund

Motiv8's Building Better Opportunities programme delivers services through Manchester Athena, Jigsaw Support and four other key housing partners.

Motiv8 supports people who are over 25, living in Greater Manchester and who have the right to live and work in the UK.

Support is only provided to clients that are experiencing multiple issues, these can range from - but are not exclusive to, debt/financial hardship, homelessness and domestic abuse.

Participation is voluntary. The services aim is to get participants back on track and moving closer to the employment market. Motiv8 offers a holistic package of support to address the multiple barriers their clients face.



## The Women and their Families Service

Women and Family Support Service.

The Women and their Family Service focuses on supporting women and their families who are:

- Victims/survivors of domestic abuse.
- Dealing with mental health issues.
- Suffering with substance abuse.

The service also contributes to reducing re-offending, ensuring offenders complete their community orders and licenses. The overall aim is to develop better health and well-being for clients. The centre also has a volunteer programme,

offering comprehensive training and support, enabling women to achieve personal goals.

The service is delivered at Cavendish Mill.



# Inspire

## Complex Dependent Family Support Service

Inspire works with families to support them and help address a range of issues/barriers. These include, poor mental/physical health, poverty, exclusion, school attendance, child protection and poor home conditions. The type of support offered includes, parenting programmes, strategies, signposting and routines.

All referrals are made by a multi-agency panel. The panel meets twice a week to determine which service – based on the issues present, will best suit each family's support needs.

Inspire is a 'payment by results' service and a 'results' fee can only be claimed once a family have demonstrated a period of sustained improvements/outcomes.



# Roots

## Service Supporting Dangerous Offenders.

Roots works with a cohort of 10/12 high risk/and or potentially dangerous offenders, who are subject to Multi Agency Public Protection Arrangements (MAPPAs), or Priority Prolific Offenders (PPOs).

Their offending has been associated with long term, severe, complex circumstances and behaviours in their lives.

Roots helps offenders secure accommodation and provides intensive support that is tailored to their specific needs.





# Prevention & communities

Community connections  
Preventing crisis and distress  
Early Help  
Hospital Discharge





# Early Help Oldham (EHO)

Early Help and Holistic Preventative Services.

Early Help Oldham is sub-contracted by Positive Steps and delivers community interventions across a spectrum of needs.

The Early Help Offer is an integrated support service. It has been developed to help individuals, households and families of any age, to access support for problems – before they reach crisis point.

The service also helps people who have had problems to further develop their support networks.

The overarching aim of this type of service is to prevent, reduce or delay the need for statutory services, therefore reducing the costs to publicly funded support. This preventative service aims to tackle issues early on – before they become big problems and require, complex and expensive intervention to put right or manage.

Early Help provides intervention ‘early on’ in a child’s life; this helps to ensure that they have the opportunity to grow up in a ‘healthy’ environment; maximising their potential to achieve positive life outcomes.



## The Prevention Alliance

Preventative support service based in Stockport.

This alliance was commissioned to provide community based support across a variety of ‘low to medium’ support needs.

TPA is the largest of six preventative services commissioned in 2015 by Stockport Council. It’s primary objectives are:

- To divert demand from higher cost statutory services.
- Reduce the delay for support provision.
- Make a significant contribution to the delivery of an integrated health and social care system through Stockport Together.

TPA has developed a clear direction and purpose. It’s mission is:

- To create change together – through the strengths of people and communities.

Its vision is:

- Take a strengths based approach – throughout Stockport and beyond.

A strengths based approach concentrates on what is strong and what is important to the person – rather than dwelling on what is wrong. It can provide a positive focus and help people to take control of the life they want to live.

Having developed their own unique person led, strengths based model – TPA can help their clients to improve their health, wellbeing, independence and resilience.



**The Prevention Alliance**  
Creating Change Together



# Hospital discharge

Jigsaw Support has two Hospital Discharge projects, one which works primarily with homeless people to ensure they have suitable accommodation on discharge and the other is to ensure a smooth transition of care from hospital to home. This service allows clients to continue support in their own home to prevent admission/ re admission into hospital, allowing clients to access services such as:

- Adult Social care
- Occupational therapy
- Drug/alcohol services
- Social prescribing
- Welfare benefits advice
- Motiv8

Support is continued for as long as needed, until a client is referred for longer term support, or through non-engagement.







## Volunteers

Our volunteering activity runs alongside our peer mentor programme and creates opportunities for individuals both within and outside services to meet and share skills, interests and hobbies.

From food preparation to fishing, all skills are valued and our strategy is to attract volunteers from diverse communities as well as under-represented groups. We know that a diverse volunteering pool enables our organisation to be more representative of our local communities. Involving people from differing backgrounds, ages, cultures, genders which encourages new ideas and fresh approaches.

## Peer Mentors

Our peer mentoring has been going from strength to strength. Using a structured approach as part of a six week peer mentor programme we have been able to harness the skills and talents of people with lived experience and create opportunities for everyone to learn, gain new skills, and increase confidence.

Customer involvement through co-production, co-design and co-delivery is also a priority for us and enables Jigsaw Support to truly embed a culture that values the contributions of people within our community and adopt a commitment to enhancing our service by really involving people with lived experience. Our peer mentors have also assisted with larger system change programmes, sharing their insight to inform GM Housing First, Real Change and Manchester Poverty Truth Alliance.

The peer mentor programme has had a number of personal successes with customers securing volunteering and paid roles and going on to courses including Higher Education. To recognise their effort and achievements we hold a graduation ceremony for every cohort.





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