

## Mobilisation plan

The service will be delivered by our existing homelessness floating support staff and volunteers, using our existing Worcester city centre premises (shared with our Mental Health floating support service), and existing drop-in venues and networks across the county. Additional staff will be employed following an open recruitment process.

We will endeavour to have a seamless transition to the new service. Any existing CCP clients will automatically transfer and will continue to receive a service until their needs are met. New referrals will be assessed in line with eligibility criteria of the new service.

Providers of other existing homelessness floating support services will be contacted to discuss the transfer of eligible clients to the new service. We will work with outgoing providers to review their open client files, assess progress and outstanding needs, and prioritise support in line with our own procedures. We will ask providers to contact eligible service users to facilitate transition to the new service, issue updated contact information and CCP service user handbooks, and facilitate data and case file transfer.

### 1. Staffing preparation

#### **3<sup>rd</sup> week Feb 2016 (nominal, subject to actual conclusion of the tender process)**

- Post-tender meeting with service commissioners
- Plan restructure of our existing Worcestershire homelessness floating support service to meet the needs of the new service
- Finalise staffing requirements
- Instigate recruitment process for any new staff required

#### **4<sup>th</sup> week Feb**

- Advertise vacancies in local media
- Advertise volunteer opportunities

#### **2<sup>nd</sup> week March**

- Interviews for any new staff required. DBS paperwork and ID photos will be completed at time of interview.
- New staff selection completed, offer letters sent out with employment subject to satisfactory references and DBS checks being returned

#### **3<sup>rd</sup> week March**

- Responsibility for the homelessness prevention service assigned to Project Manager and Operations Director
- Prepare staff IT access to our Citrix system and allocate IT resources
- Staff rota finalised, to include normal working hours, out-of-hours emergency support, NSNO rota

#### **1<sup>st</sup> April 2016**

- Contract starts, service delivery starts (using existing staff resources)
- Any immediately available newly-recruited staff start (potentially those

previously employed by other providers whose contracts ended on 31<sup>st</sup> March)

- Staff induction begins
- If necessary additional short term operation capacity can be drawn from our pool of experienced sessional workers and volunteers in Gloucestershire.

### **1<sup>st</sup> May 2016**

- Newly recruited staff start and induction begins

### **2<sup>nd</sup> week May 2016**

- Mandatory APECS & Safeguarding training completed by all new staff

- Staff representatives join local multi-agency panels

## **2. Service delivery preparation**

### **4<sup>th</sup> week February**

- Arrange introductory meetings with service stakeholders, partner agencies and referrers

### **1<sup>st</sup> Week March**

- Client Handbook and Service Expectations document adapted from existing material. Any necessary amendments made to reflect contract or other local variations
- Client induction and assessment processes adapted from existing. Any necessary amendments made to reflect contract or other local variations.
- Service poster created for display in drop-in centres, showing contact details for staff, service managers, arrangements for emergency out-of-hours service, availability of drop-in support at our existing centres in the county, complaints process, safeguarding information and other useful information
- Service leaflets created for general distribution
- Contact StreetLink service to establish process for notification of rough sleepers
- Liaise with outgoing providers to collect existing client information, needs assessments, risk assessments, support plans etc, in preparation for a smooth transition to the new service where applicable
- Assign responsibility for preparing Tenancy Ready training to CCP training department. Explore option for OCN accreditation.
- Prepare Mentoring toolkit, adapting from existing materials

### **2<sup>nd</sup> week March 2016**

- Establish contact with relevant referral and specialist support agencies and other stakeholders with regards to contact and communications about the service
- Review the needs and progress of current CCP clients in preparation for seamless transition to new service
- Contact existing clients to provide reassurance about transition to new service.

### **End March 2016**

- Prepare for service start-up
- Service Information Pack published.
- Service placed on internal red alert status for first 6 months to ensure close

internal scrutiny during start-up and initial delivery phase: April 2016 to Sept 2016

- Transfer of eligible client data from previous providers
- Prepare updated service information for CCP website
- Update service information on Your Live Your Choice website

**1st April 2016**

- Service delivery begins.
- Launch event at Pierpoint House in Worcester, with service commissioners, district representatives, service stakeholders and partner agencies and current service users

**May 2016 onwards**

- Complete transition to new service model and induction of service users transferring from previous providers
- Continue to build local volunteer capacity around the county
- Establish service user steering group / forum
- Begin work to build peer support groups