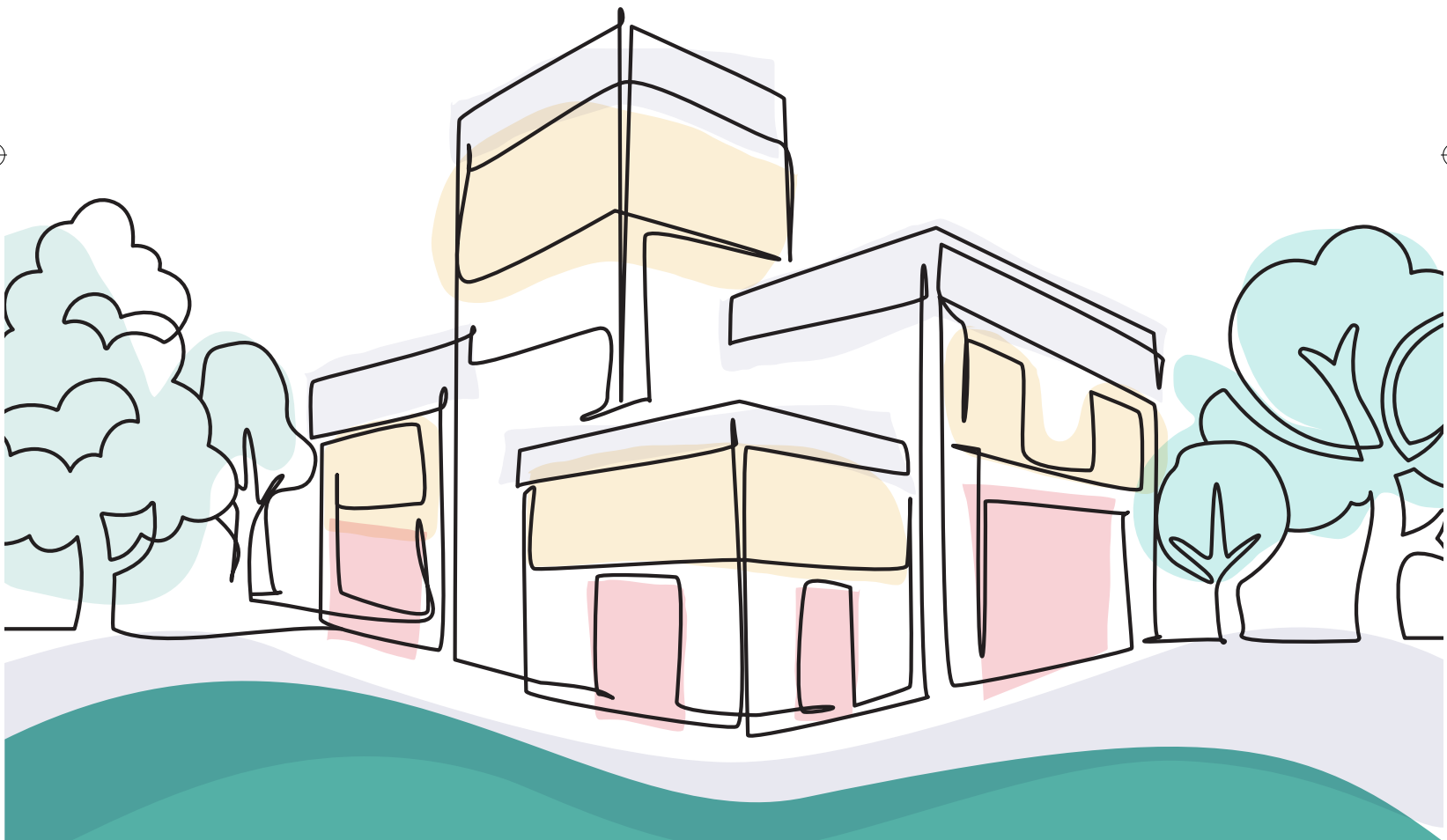




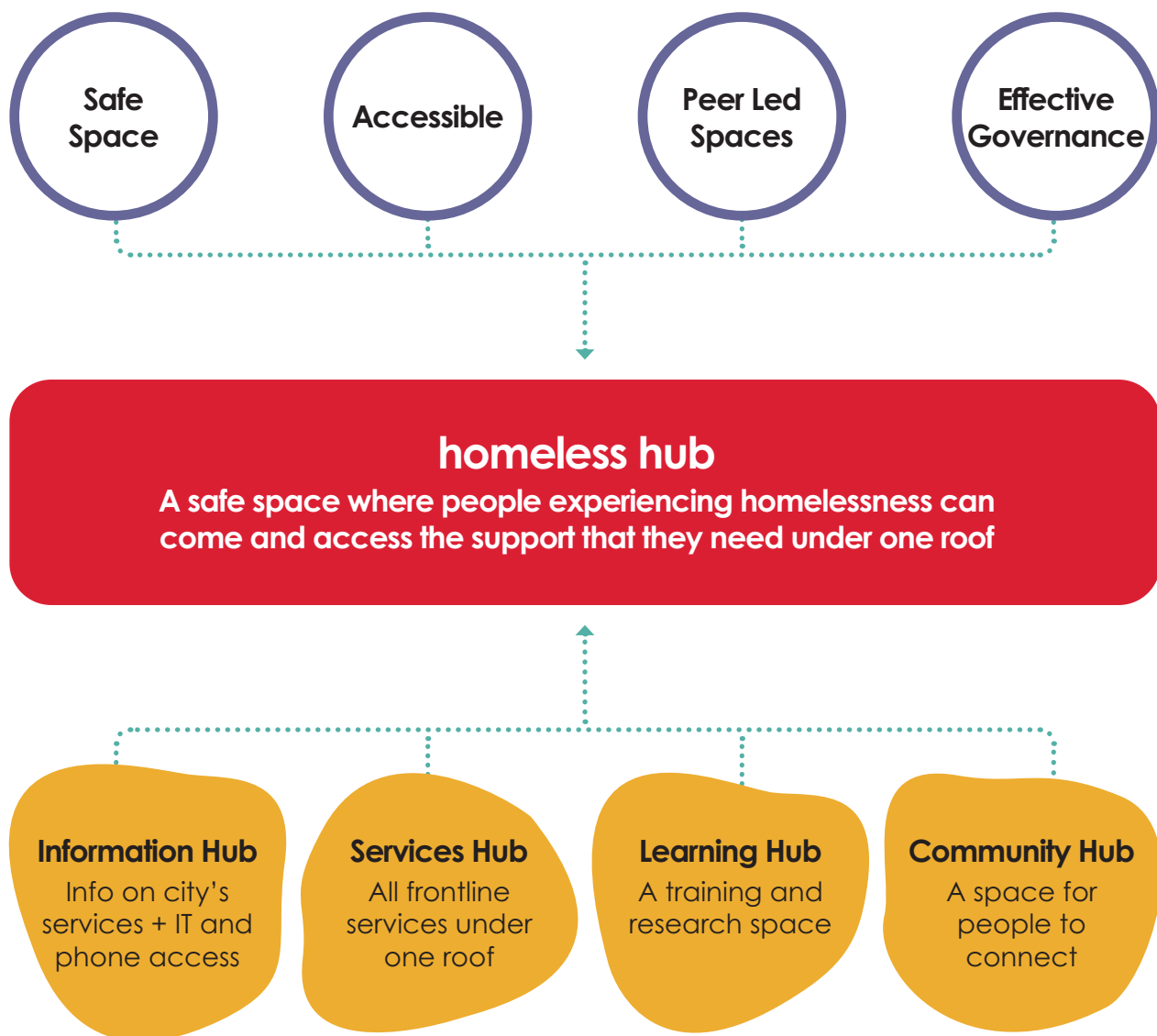
# THE **BIG** HUB IDEA

Bringing people together



Brighton and Hove Common Ambition would like to share their ideas for a **homeless hub** for the city

The hub will be a safe space where people experiencing homelessness can come and access the services that they need under one roof.



## Who we are

We bring together people with lived experience of homelessness, frontline providers, and commissioners through co-production within homeless health services. We want to improve health services and outcomes for people experiencing homelessness in Brighton & Hove.

### The key challenge themes that we have identified during our work are:

- Barriers to accessing care and support
- Continuity of care along pathways
- Facing stigma and judgement
- Capacity and training of staff
- Access to mental health support

A solution to these challenges that we keep coming back to is a homeless hub.

In Autumn 2023 we carried out a design sprint to gather our ideas and put them into a specification. This is an overview document, highlighting our key ideas.



**The BIG Hub Idea**  
Brighton and Hove Common Ambition

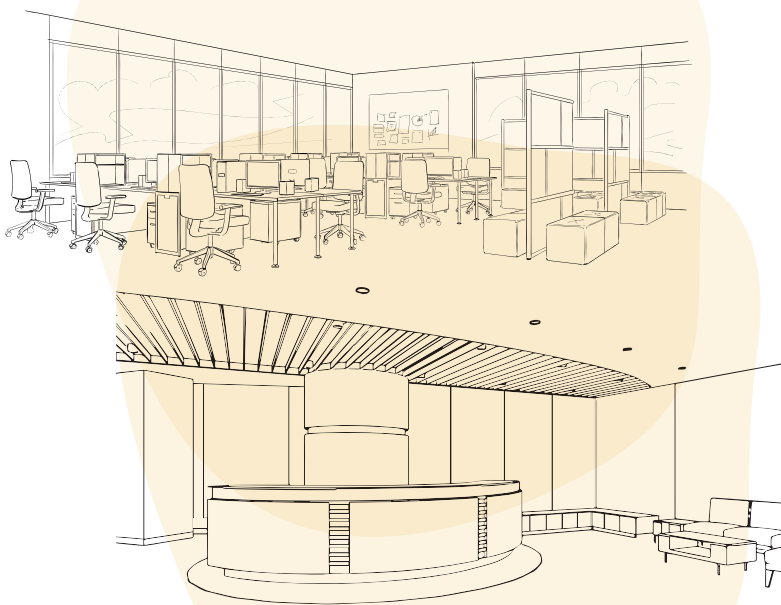
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Safe Space



Accessible

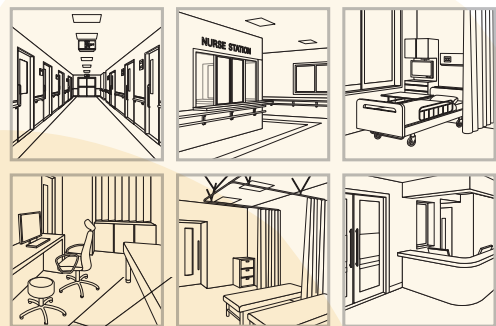


### Information Hub

Info on city's services + IT and phone access

### Services Hub

All frontline services under one roof





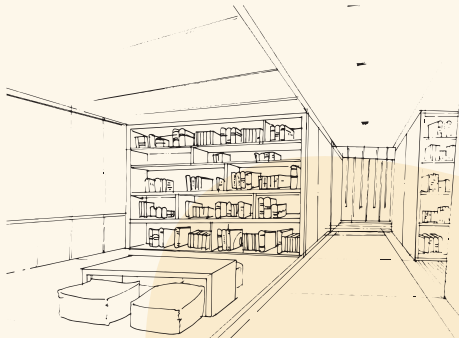
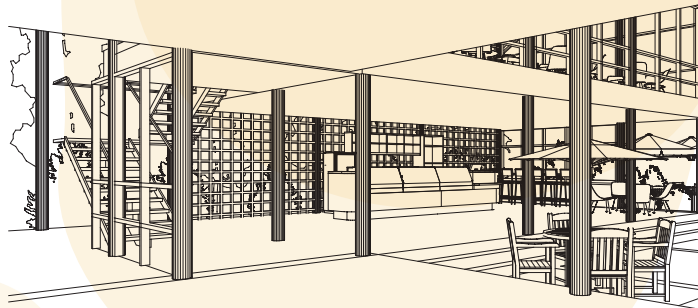
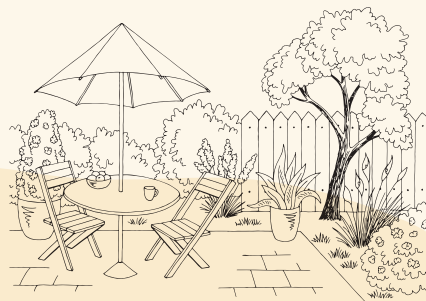
Peer Led Spaces



Effective  
Governance

## Community Hub

A space for people  
to connect



## Learning Hub

A training and  
research space

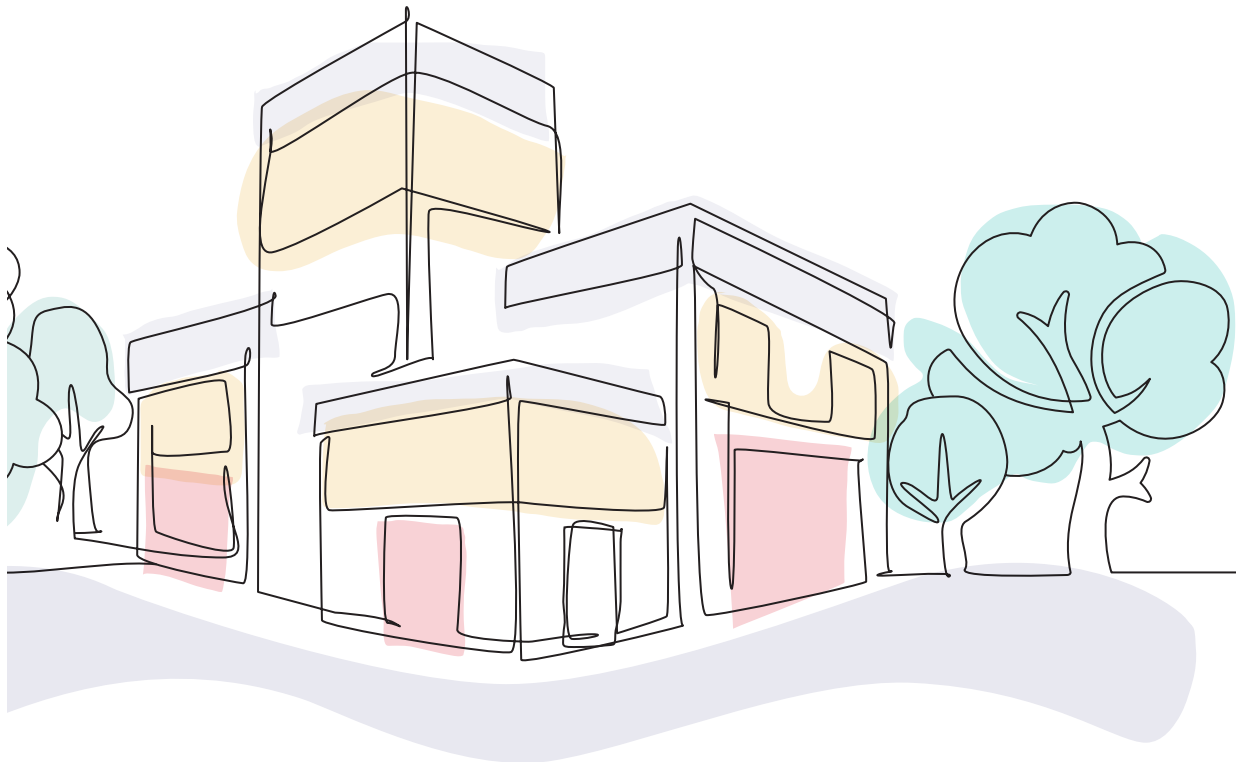
## 1. Creating a Safe Space

We will ensure the hub is a safe space to access support and has a culture of continued learning and adaptability.

This will allow people to feel comfortable and build trust to increase engagement with services and therefore improve health and wellbeing outcomes and reduce stigma and judgement.

### Ways in which to achieve this might be:

- Co-producing training and ways of working
- Mandatory trauma-informed training for all staff
- A peer support scheme
- A friendly, light, airy and spacious physical space
- A working with agreement for all staff and clients
- A focus on building good relationships



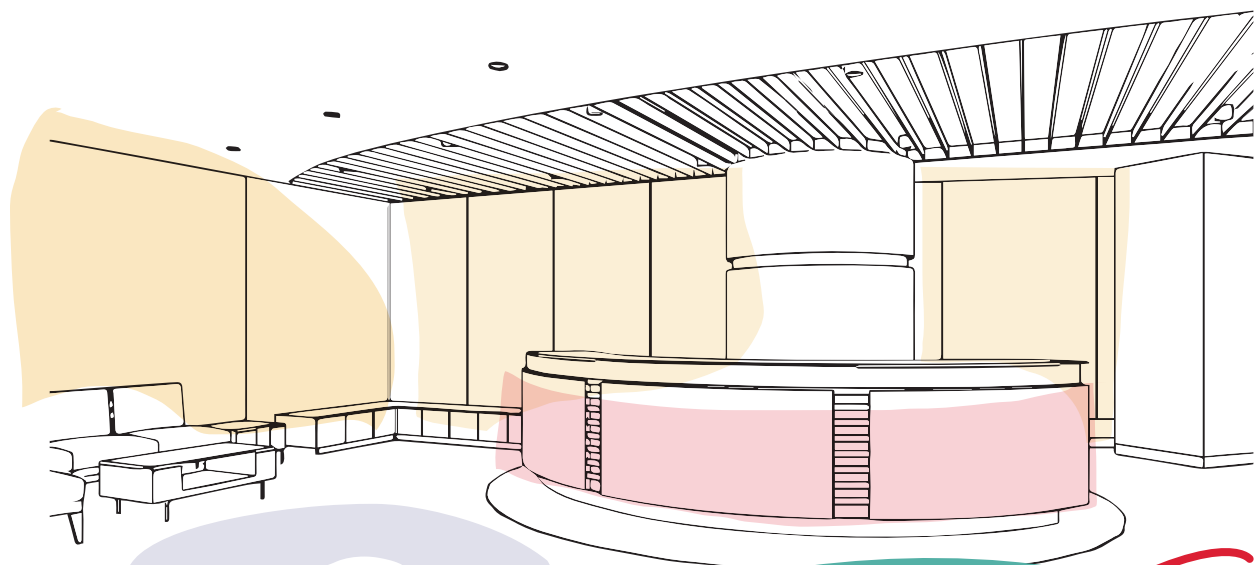
## 2. Information/IT/Communications Hub

Within the homeless hub, there will be a smaller hub that will be the centre for information on all services in the city (not just in the hub). It will have an IT and phone suite and a service that helps people experiencing homelessness with their communications, such as letters and forms.

This will help more people access the services they need, enable the system to communicate better, take the pressure off A&E, ensure appointments are not missed and create job and training opportunities for people experiencing homelessness.

### How we can achieve this:

- Dedicated information phone line, with clear voicemail directions
- Dedicated worker(s) and inbox for the information hub
- Website and flyers with service information
- A suite of phones and computers and internet access
- Training on use of IT
- The hub can be a care of address service
- Dedicated form filling support worker/service
- This could be a peer led service



### 3. Services Hub

The homeless hub will have representatives from a range of statutory and non statutory services\* based at the hub offering booked appointments and drop in sessions.

This will allow for a more joined up approach to homeless healthcare resulting in improved communications and outcomes for the people using the services. It will mean less travel and faster access to services.

#### How we can achieve this:

- Finding a large physical space in the centre of town
- Have smaller 1-1 rooms, small group rooms and larger spaces
- Statutory services (Arch, CGL, Mental Health team, Inclusion Health Team, Housing, DWP, Adult Social Care)
- Non Statutory (BHT, Justlife, LGBTQ+ services, women only services, food bank, laundry and recovery groups)
- Timetabled to include appointment and drop in
- May need a receptionist for this area of the hub
- Co-produce the design for best outcomes



\*Statutory - required by law and government funded, for example GP surgeries  
Non-statutory - not required by law, largely not government funded, for example charities



## 4. Learning Hub

The learning hub will offer in-house/co-produced/external training and educational courses for staff and people with lived experience.

This will improve access to learning and training opportunities for people with lived experience and staff working in the voluntary sector. It will increase further education for people experiencing homelessness and build a more holistically trained workforce.

### How we can achieve this:

- Have a dedicated space within the homeless hub
- Offering in house courses on co-production, mental health, trauma informed working, first aid, physical health, benefits
- Support people experiencing homeless into education
- Develop a library of wellbeing and education resources both in written form and online with access to computers and educational film
- Coordinate 'on the job' training opportunities throughout the homeless hub
- Student placements
- Hire out the learning space to generate income



## 5. Accessibility

The hub must be accessible for everyone, this includes people who may have mental, physical and emotional needs. Everyone who needs to use the hub must be able to do so regardless of gender, sexual orientation, ethnicity, age or housing status.

This is to ensure that everyone who has experience of homelessness in Brighton and Hove has access to the support that they need.

### How we can achieve this:

- Ensuring drop ins are available
- Developing a psychologically informed environment
- Centrally located hub, close to bus stops
- Lifts, wheelchair access, accessible gender neutral toilets and a loop system
- Information provided in different languages, font sizes and braille with an interpreter service if needed
- Simple and easily understood language used throughout
- Representation and diversity amongst staff
- Quiet and private spaces and entrances



## 6. Peer led spaces

People who have lived experience of homelessness will be central to the designing and delivery of the hub service. Including co-produced design and delivery, peer mentorship, lived experience trustees and specific roles for those with lived experience within the hub.

By creating a peer led space where everyone is equal, service users will feel safe and more likely to place trust in the service and those that run it.

It will allow those who do not currently have a voice to feel heard and in turn inspire people, helping to break down stigma and judgement.

### How we can achieve this:

- Ensuring the hub is co-produced
- Development of roles for people with lived experience
- A peer mentor scheme
- Lived experience representation throughout the hub
- Peers will be remunerated for their time



## 7. Governance

In order for the hub to be run effectively and safely, there will be a robust and clear governance structure. Ensuring that decisions are made in a fair way. It will help the service to be organised and to run smoothly. It will mean that there are structures and policies in place to resolve issues and service users, volunteers and staff know who to go to for guidance and support.

The homeless hub would be held up as an exemplar of true co-production in practice. The transparent governance structure would encourage service users to build trust with the hub as well as enable it to provide an excellent service.

### How we can achieve this:

- Co-production groups for each area of the hub
- Project manager for each area of the hub, reporting to an overall programme manager
- Clear structure that is available for everyone to see
- Feedback mechanism



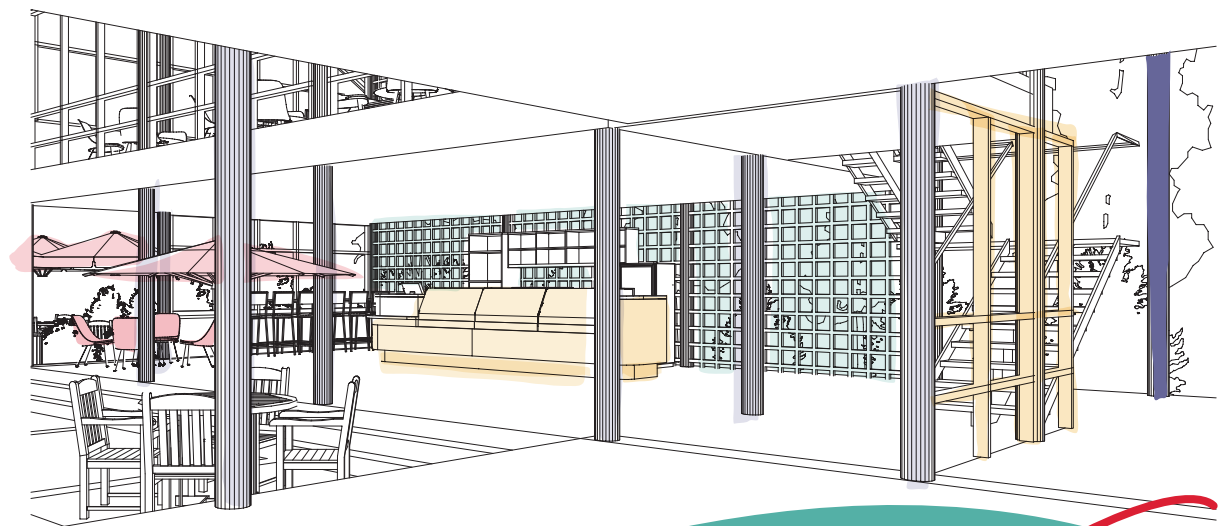
## 8. Physical space/community hub

The hub will be situated in its own separate physical space. This space will accommodate all aspects of the service and be in an easy to reach location. This will mean service users know they can come to one place to access the support they need.

The physical space needs to be welcoming and safe in order for people to feel comfortable accessing it and should have a community element to it.

### How we can achieve this:

- A community/cafe space
- Two entrances for services and community space
- A reception area
- Green spaces
- Central location
- Different areas for the smaller hubs
- Include areas that are child and dog friendly
- Security staff that are holistically trained and out of view
- A caretaker role
- Cafe manager role
- The cafe could be rented out to generate income





## Challenges

Brighton and Hove Common Ambition have co-produced this specification for a homeless hub for the city. We appreciate this is a huge project with big costs and challenges attached to it. We have identified some of the challenges below:

### Building, staff and governance

- Finding and funding a suitable building, it's insurance, making it safe and employing staff to run it
- Finding an accessible space in a central location
- Ensuring the space is big enough
- Ensuring that the correct policies and procedures are co-produced and in place before the hub opens

### Services

- Ensuring there is a shared way of working between services
- Ensuring continuity of accessibility standards across all staff and organisations within the hub
- Ensuring that shared risk assessments and compliance are adhered to across the different services, which may already have existing policies in place
- Flexible working times for services may be difficult
- Ensuring that all services and staff (including security) are trauma-informed

### Training and learning

- Developing training for those working in the hub, peer led spaces and security staff
- Finding time for those working in the system to access the learning hub
- Ensuring a training programme for peer mentors and workers

### Co-production

- Ensuring equal voice in the design, delivery and governance of the hub
- Providing evidence that this approach can work when it is the first time it has been done
- Ensuring the lived experience role is not tokenistic

## Impact

We don't have all the answers to the challenges, but we firmly believe the homeless hub will deliver the best outcomes for people experiencing homelessness in the city.

We believe that co-producing this service will ensure that it is fit for purpose and accessible to all. By bringing those that design and fund the system, alongside service providers and people with lived experience of homelessness the challenges can be overcome.

*"It is only by trying to do it that we can work through the challenges."*

(group member quote)

The impacts that we have identified include:

- More people accessing the services and support they need
  - The system will be more joined up and agile
  - Fewer attendances to A&E and pressure on emergency services
  - Ensuring continuity of care along health and housing pathways
  - Increased system learning
- 
- A less stressful experience for people experiencing homelessness as well as those providing the services
  - Restoring trust in services
  - Reducing stigma and judgement faced by those experiencing homelessness
  - Reducing isolation and mental health challenges linked to this
- 
- Better visibility of services available, resulting in people being able to access the support they need quickly and efficiently
  - Improved information sharing between services which would result in service users not having to repeat their stories
  - Increased collaboration opportunities between services
- 
- Job and training opportunities for people experiencing homelessness
  - Strengthened peer support networks and connections
  - People will feel empowered and more confident as a result of peer led spaces, this could lead to an improvement in mental and physical health
  - Staff, volunteers and service users will have access to learning opportunities that they wouldn't normally
- 
- The homeless hub would be held up as an exemplar of true co-production in practice



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This booklet was developed by the Brighton and Hove Common Ambition Steering Group, this is made up of people with lived experience of homelessness and members from partner organisations Arch Health CIC, Justlife and University of Brighton.