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| **St Mungo’s Westminster Move On and Resettlement Service**  | Referrals via WARF |
| **About the service:**The Move On and Resettlement Service (MORS) consists of 86 beds in semi-independent accommodation. The accommodation is spread over a number of locations and includes shared houses, shared flats, and self-contained flats and studios. Shared houses are for men only and self-contained accommodation is for women and men. Couples accepted. All accommodation is in the north of the borough. The service accepts pets in a number of projects. Clients must be referred with a pet in order to be considered.All residents are expected to buy and prepare their own food. Service charges range from £9.24 - £15.54 weekly.A number of the houses can accept clients who are referred with a pet. Please give us a ring to discuss prior to making a referral, and make sure you highlight any pets on the referral form. Residents are allowed visitors. All houses and shared flats have a visitor’s policy. Overnight guests are allowed on a set number of days per month.**17-19 Shirland Road:** 12 beds in a shared house for men aged 35 and older with alcohol related support needs. The project tends to house clients who are particularly vulnerable due to bullying or high support needs. Clients have their own room with a washbasin and fridge, while bathrooms, kitchens, lounge and garden are shared. Office on site. **56 Shirland Road:** 5 self-contained studio flats with shared laundry facilities**.** Two of these are short-term training flats – see service spec for short-term training flats for further details. No office on site.**105 Shirland Road:** One 3-bedroom shared flat, two 2-bedroom shared flats and one studio flat. Shared laundry facilities and garden. No office on site.**58-60 Elgin Avenue:** 7 self-contained flats with shared lounge and laundry facilities.Office on site.**113 Sutherland Avenue:** 10 bed house consisting of three 2-bedroom shared flats, and 4 self-contained studios. Shared laundry facilities and garden. The project can house couples and single women and men.Office on site. **7 Chippenham Road:** Two studios and three 1-bedroom flats. No office on site.**3-5 Bravington Road:** 11 bed shared house Clients have their own room with a washbasin and fridge, while bathrooms, kitchens, lounge and garden are shared. Office on site. **32-34 Great Western Road:** 8 studio flats with separate kitchen and bathroom, shared laundry facilities. Access to computer facilities and outside courtyard shared with the rest of the building. Flats are situated within a larger lock of flats. 4 beds are allocated to the mental health pathway (referral via SARP) and four to the rough sleepers’ pathway The project provides accommodation and individually tailored support to long-term, well-known, and often difficult to house rough sleepers in Westminster. The project is for clients who have had several unsuccessful hostel stays. Typically, the client group has a history of trauma, prison stays (often with a history of violent offences/ criminal damage), evictions, rough sleeping, drug and alcohol issues, and mental health issues such as, for example, anti-social personality disorder. Clients may be on probation, and will often have several agencies involved in their care. The project also targets those who, due to multiple and complex needs, are particularly high cost to public funds because of ASB, A&E admissions, and involvement with numerous services. See service spec for further details.**Training Flats:** Three two-bedroom shared flats and four self-contained flats located in area between Queens Park and Harrow Road within walking distance from office from office on Bravington Road. Housing management provided by A2Dominion and support by Westminster MORS. Let on ASTs. Clients must be stable and able to proactively stay in contact with staff. **Scott Lodge:** Hounslow service consisting of 7 self-contained flats in a self-contained building with garden, communal lounge, and laundry room. Central & Cecil is responsible for housing management and MORS provides a part-time recovery worker in the service. |
| **Client criteria:**Referrals accepted for clients who are aged 18 and over, CHAIN verified and with a Westminster connection. Clients must be able to live semi-independently and be willing to engage with the staff team and external services where relevant. We are flexible with the format and level of support provided. We house and support clients with support needs ranging from alcohol/substance use, mental and physical health to learning, work, and meaningful use of time. |
| **Ethos:**We believe everyone has skills and something to offer. We encourage people to get involved and do something meaningful, for example doing gardening (the service has four gardens), sitting on the personal budgets panel, attending house meetings, or decorating bedrooms and communal areas. Everyone is given the opportunity to make changes and be in charge of their own life. If clients are willing to work with us we guarantee individually tailored, flexible support. The staff team works across the semi-independent houses and operates an open door policy where clients are encouraged to seek support and engage with everyone working in the service. Our client group ranges from clients who live in self-contained accommodation and go to work, to clients who have just moved from a hostel and need a lot of hands-on support. We aim to be a psychologically informed service working transparently and flexibly with clients, with a person-centred approach and not adhering to any one model of recovery. We aim to reduce ‘closed-door’ ‘professionals’ meeting in an attempt to reduce anxiety and paranoia and increase client involvement in their support at every level. Staff attend regular reflective practice and trauma informed discussion sessions.  |
| **Support:**Staff are available 9-5 Monday-Friday with two members of staff working weekends. All clients have access to the out of hours on-call manager. The staff team is mobile and works on a rota in order to ensure different staff are available in the offices each day. All clients are given staff mobile numbers and also encouraged to regularly pop into one of the offices for a chat. Staff regularly visits clients at home. Staff co-run regular activities such as gardening, photography, and cooking groups with clients. We have a personalised budget programme and clients are encouraged to attend the decision-making panel. Local staff facilitate an unusual belief peer support group in the community, which clients are encouraged to attend. Time credits are used as an incentive for clients to get involved in the service. Staff accompany and introduce clients to other St Mungo’s services such as the Recovery College, Bricks and Mortar, painting and decorating, and Putting Down Roots who work in a number of garden spaces across London.Individual one-to-one sessions are run weekly in-house by Cecilia our counsellor/emotional support worker, Turning Point, and a nurse from CNWL who offers health assessments and onward referrals. We also work closely with the PIE MDT team. |
| **Expectations of client**:All clients must be able to live semi-independently (cooking, cleaning, paying bills, managing visitors etc.), but we accept a number of referrals for clients who have higher support needs and want to take the next step towards independent living.All clients are allocated a keyworker and clients are offered regular one-to-one sessions. We encourage clients to lead on their own care planning – how often do you want to meet your keyworker? Where? What do you want to do? What are your dreams and aspirations, and how can we help you to achieve these? Where relevant we expect clients to engage with external services such as drug and alcohol services, college, or volunteering. |
| **Move-on pathway expectations:**The maximum stay is two years, however length of stay depends on the individual’s abilities. We assess each client’s readiness for move on, and clients often move within the MORS pathway from a shared house with an office on site to more independent accommodation, such as one of our training flats. This gives clients the opportunity to further practice independent living with stepped down support while continuing to work with a staff team where a relationship has been built. The majority of clients move on via Clearing House, but clients may also be referred to private rented accommodation. All clients are encouraged to attend a two day move on training workshop.  |