

Service Provision Title: Gateway assessment and brokerage development	
Service Type: Access to short-term services – developing to a wider range of longer term services and community assets	Client Category: All
Last Yr Units:	Last Yr £:176,000.00
This Yr Units:	This Yr £: £198,000.00
Increase/(decrease) Units: Prevention and Floating support caseloads to be negotiated	Increase: £22,000.00
<p>Rationale for proposal</p> <p>The MCC Gateway is fundamentally a triage assessment and brokerage service enabling potential service users to be linked to a service that can provide the support they need. An element of the Gateway service also provides primary prevention – ie an ability to help resolve one-off issues that could, if unresolved, result in a housing/tenancy crisis and homelessness, and does so without the need for the service user having to undergo the full assessment/allocation/support plan procedure.</p> <p>It has recently been identified that circa 6% of people receiving SC&H care and support also receive support from SP. As with the introduction of Place-based support workers, there are opportunities for SP to increase the support to the Integrated Services. Ways of making the interaction of SP with SC&H more effective, from a systems perspective, will be developed during the pilot year.</p> <p>At the same time, the range of services and support that the Gateway can refer to will be increased to include, typically, access to community-based support assets, Tackling Poverty initiatives, befriending and activities.</p> <p>The pilot development will also develop working practices that evidence whether it is possible to integrate externally hosted support staff into MCC teams and systems.</p> <p>During 16/17, the re-developed client management system will be implemented – from SPRINT to GENESIS. Ensuring that all providers are adequately trained in the new system will become the responsibility of the Gateway. As a short-term measure, £22,000 will be invested in backfill staffing arrangements to cover the training input to external providers.</p> <p>These proposals have been discussed and agreed in principle, but further discussions are required to develop an appropriate service level agreement.</p>	
<p>Considered impacts:</p> <p>These proposals for the development of the Gateway service are tenure and protected characteristic neutral. However, if successful, will contribute to people being able to access a wider range of support more easily, and much of this support will not be MCC funded or provided.</p>	