



homelessness and complex needs services

an integrated approach

Look Ahead is one of largest providers of homelessness and complex needs services across London and the South East. Working in partnership with 13 local authorities, we deliver more than 30 specialist services providing a safe place to stay for people experiencing homelessness, and we support them over time to move on to independence or more secure accommodation.

We help people to find work or engage in meaningful activity; develop positive relationships; reconnect with family and enjoy better health and wellbeing.

Working in Psychologically Informed Environments, every year we support nearly 2000 people. Our customers have a range of complex needs including mental health, substance misuse or physical needs or they may be fleeing a dangerous situation such as domestic violence.

We work closely with partners including local authorities and NHS trusts, healthcare providers, independent domestic abuse advocates, statutory teams, probation services.

Co-production is a key part of our offer and we involve our customers in the design and delivery of services.

As a housing association and registered social landlord, we often work with commissioners to develop bespoke property solutions alongside our care and support offer. With more than 2,500 units, we have an extensive property portfolio across London and the South East.

All of our services are backed by 50 years of Look Ahead homelessness expertise.

why choose Look Ahead?



30
specialist services

13
local authorities

2,000
people a year

- **50 years of expertise in homelessness and complex needs services.**
- **Personalised support with a skilled and compassionate approach to each individual.**
- **Psychologically Informed Environments, shaped by individuals' histories, experiences and needs.**
- **A range of properties and accommodation models, adaptable to meet commissioner requirements.**
- **A focus on skills building and the future; high quality move-on and on-going tenancy sustainment.**
- **Partnership working for better physical and mental health outcomes.**
- **Safe services that effectively manage risk and balance customer freedom.**

Look Ahead delivers a wide range of different homelessness service models to support people, whatever their needs.

The operational and strategic partnerships we have in place across our services enable us to quickly mobilise our offer to meet changing needs.

our service models

Assessment centres

Our assessment centre model offers short-term, intensive support to individuals, referred to us from local authorities, who may have been sleeping rough or who are experiencing other forms of homelessness.

Our teams identify their housing need, deliver support and help customers to find move on options to best suit their needs.

Accommodation-based hostels

Individuals in our hostels may have come directly from the streets, prison or hospital. They may be experiencing homelessness following a relationship or housing breakdown.

Our services, which include specialist dual diagnosis and support for older people, have been developed with commissioners to meet local need. We support each person to move on to their own accommodation, usually in the private rented sector.

Typically 500 customers each year have a positive move-on from our services

Our mixed gender, 36 bed hostel Hopkinson House, works in partnership with South London and Maudsley NHS Trust to offer one-to-one psychological therapy and art therapy, group support, assessments and referrals. Intensive support is also available in four self-contained flats as part of Housing First. By working in close partnership with health, customers can be offered referrals to specialist services, psychiatrists and counsellors. Staff are trained in the use of Naloxone to counter opiate misuse.

In 2020-21 more than 7 in 10 people we supported achieved greater independence

Floating support and tenancy sustainment

We support people in their own homes, helping them to manage and maintain their tenancies, preventing a return to homelessness. This includes helping them to access work/training and other local services.

We also provide properties through the Clearing House as part of the Rough Sleepers Initiative, which people with histories of rough sleeping can access alongside floating support.

Community intervention service (CIS)

Our Tower Hamlets CIS service helps people who are at risk of homelessness supporting them

to manage their mental health and finances and avoid rough sleeping.

Domestic abuse (DA) services

Our DA services work with women, men and families who have experienced complex trauma following domestic abuse in all its forms; physical, sexual, economic abuse, coercion and control, and stalking both on and offline.

We deliver services in our refuges and out in the community according to the principles of Trauma Informed Care.

Older people's services

These services are designed for individuals who have spent years, even decades, rough sleeping and who may have poor physical health.

Our teams help individuals to engage with primary and secondary healthcare, access treatment and where appropriate, end of life care.

At Edward Alsop Court, our 79-bed service designed for older men with complex needs, customers can access an in-house clinical psychologist, art therapy as well as support from a social worker and in-house domiciliary carers.

Domiciliary care

In some services we deliver personal care support and domestic help, with the emphasis on promoting independence.

Specialist women's services

We run a number of specialist services for women with histories of complex trauma and experience of domestic, physical or sexual abuse or exploitation.

Our Manor Place Hostel, South London, a specialist women's hostel, provides supported accommodation for up to 35 women in conjunction with a range of external agencies.

Housing First

Look Ahead has a number of Housing First schemes including working with Network Homes to deliver a Housing First scheme in North West London. Funded by the Greater London Authority (GLA), the scheme has been set up to rapidly help people who have been sleeping rough using existing affordable homes.

Outreach

Look Ahead offers community support for individuals who may not wish to access mainstream services.

This includes rough sleepers; sofa surfers and those at risk of losing their accommodation because of a mental health problem, as well as high-risk victims of domestic abuse who require intensive support to remain safe.



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Floating support services and tenancy sustainment

Community intervention service

Domestic abuse services

Specialist women's services

Older people's services

Domiciliary care

Housing First

Outreach



who to contact

If you would like to work with us to develop bespoke solutions specific to the particular needs and challenges you face, please do not hesitate to get in touch.

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Look Ahead is a leading provider of specialist care, support and housing across London and the South East. We deliver high quality mental health, homelessness, learning disability and young people's services.

With almost 50 years of social care experience behind us we are proud to make a positive difference to the lives of the 7,000 people we support each year.

INVESTORS IN PEOPLE™
We invest in people Silver

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