

# Developing a Housing First service in your area

**1** Familiarise yourself with the key Principles and non-negotiables of Housing First and examples of implementation in England. Reach out to commissioners of existing Housing First services.

**2** Engage relevant stakeholders throughout the process (include strategic decision makers, cross-sector commissioners and housing providers); talk them through the Principles and ethos of Housing First.

**3** Map the need in your area using the eligibility and referrals briefing.

**4** Determine the capacity of your service and the resource required to fund the support

- Plan for support team based on caseload size of 1 senior support worker to 5-7 clients with adequate management support
- Read our research on the costs of Housing First in England
- Ensure funding covers additional costs outlined in our guidance for commissioners

**5** Determine how housing will be accessed and what flexibility is required to support this (e.g. direct lets, high banding on choice based lettings). Work with housing partners to get buy-in.

**6** Develop a service specification based on your plans. Examples are here. Ensure that expected outcomes are realistic and in line with the Housing First Principles.

**7** Develop a steering group that can oversee the service once it's up and running and help overcome operational challenges.

## How-to guide for commissioners

# From engaging to sustaining

## A resident's journey

1

Individuals identified for caseload (possibly staggered)

2

Support workers engage individuals, meeting them 'where they are at' (this can take time, individual depending)

3

Individuals supported to identify type of home they'd like, and ideal location

4

Staff/housing providers identify home(s) that may be appropriate including review of neighbourhood and property characteristics

5

Individuals offered homes

6

Individuals supported to transition into their homes

7

Individuals supported to sustain housing (or move house), improve wellbeing, integrate into the community.



**HousingFirst**  
ENGLAND