

Evaluation of the REST (Rehabilitation, Education, Support & Treatment) street drinking centre

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Homelessness in UK and Liverpool

- Homelessness increasing concern across UK – approx. 10% homeless at some point in their life (Crisis, 2014)
- Liverpool: High levels of deprivation compared to England national average (Liverpool City Council, 2010)
- High levels of homelessness (Ubido et al 2014)
- High levels of alcohol and substance abuse (Liverpool City Council 2015)
- Homelessness associated with poor health outcomes (Crisis 2011, Cullen 2005)

REST Centre Overview

- Proposal for “wet drinking centre” to diffuse anti-social behaviour associated with street drinking
- Aimed to provide support and pathways into alcohol treatment
- Commissioned by CitySafe and Liverpool City Council
- CitySafe Partnership commissioned LJMU PHI for evaluation
- Operated in City Centre but historic issues with location

“Without question the biggest single barrier was finding a suitable site in the first instance because I know from the 2014 experience that I referred to before whilst a lot of people will agree with the principles of what we are trying to achieve there is a strong degree of do it but not in my backyard” (Stakeholder)

REST Centre Overview

- Summer months only
- 7 days a week, 12-8pm
- Safe and secure space for street drinkers
- Consume alcohol (plastic containers)
- Health services, housing support, activities

REST Centre Specification

- Establish the provision of a daily REST Centre providing a safe environment for street drinkers;
- Identify the current alcohol intake of each service user and work with them to develop strategies and interventions to reduce their alcohol intake;
- Ensure appropriate processes and interventions are in place to support service users who are heavily under the influence of alcohol including within dealing with relapse prevention;
- Support individuals to maximize access to other existing services, for example, accommodation, health and addiction services

REST Centre Specification

- Identify the housing status and needs of each service user and provide interventions to either prevent their risk of homelessness or address their homelessness status - debt/rent arrears advice, communication with their landlord, referral to floating support services etc;
- Develop and deliver basic programme of meaningful activities
- Routinely and systematically utilize an agreed data collection tool

REST Centre Specification

Provider staff should be knowledgeable around:

- Engaging with street drinkers with complex needs;
- Conducting needs assessments;
- Risk assessment and risk management (from low through to high risk, from individual risk to risk to communities);
- Supporting people under the risk of alcohol including using harm reduction interventions;
- Adult Safeguarding policies.

Partnership Agencies

- Merseyside Police;
- Specialist alcohol services (community, in patient, residential);
- Primary care health services (including Brownlow Group Practice);
- City Centre Wardens;
- Environment Enforcement Team;
- Business Improvement District;
- Liverpool City Council Housing Options Service;
- Soup kitchens and soup runs;
- Mental Health Services;
- The Liverpool “No Second Night Out Hub”;

REST 2015 Roll Out

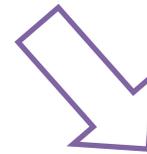
- Delivered by Whitechapel Centre and the Basement
- Steering group meetings for one year before opening
- Practicalities around toilet facilities, furnishings, hot and cold water, heat, private interview space, lockable storage, first aid and rubbish collection
- Preparation for evaluation involved significant amount of discussion around capture tools and data linkage

Data Collection Tools

2 tools used to collect data

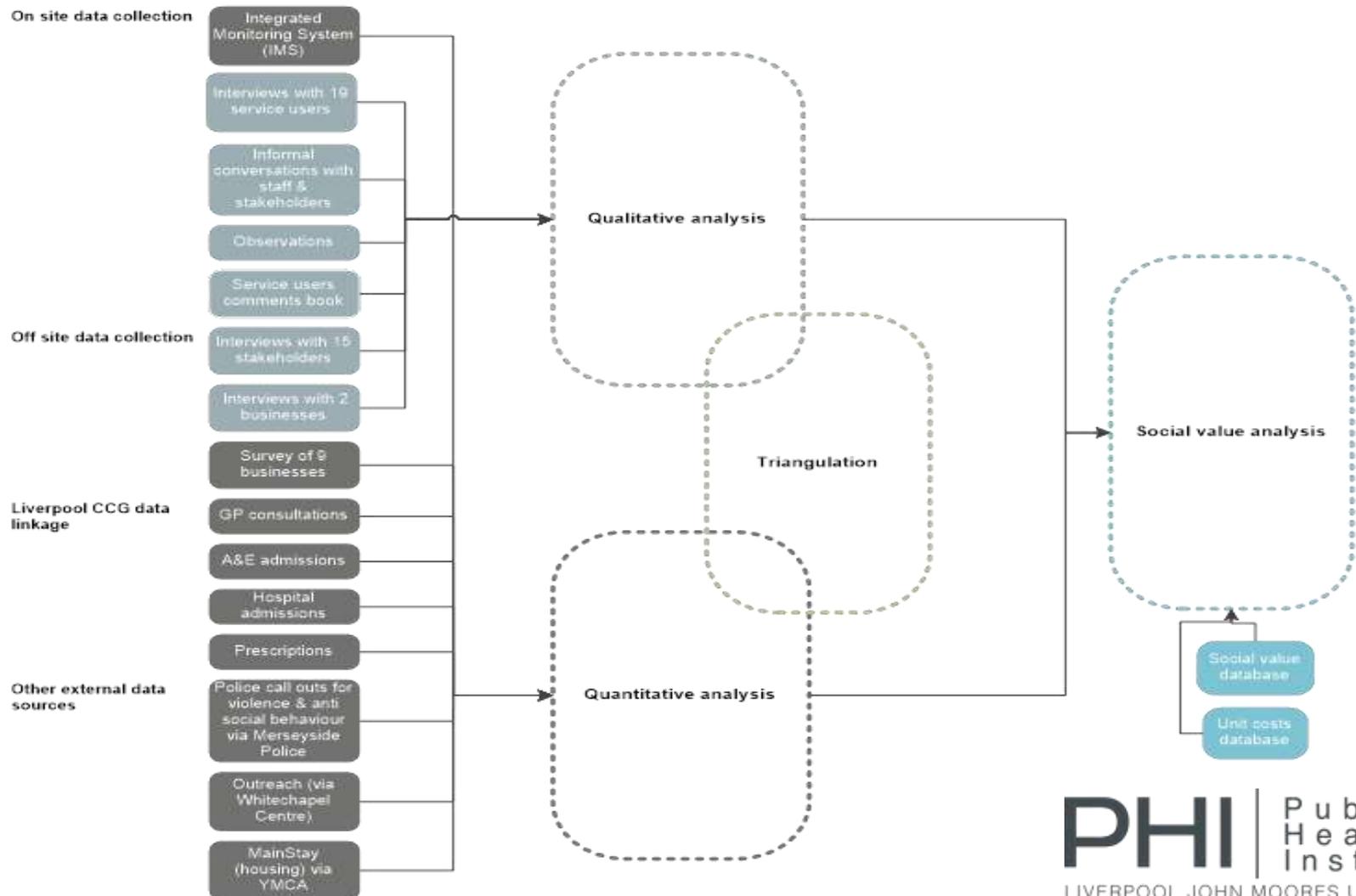


Demographics of client
Interventions delivered
Wellbeing assessments
Information on alcohol and
substance use



Information on Housing Status
Historic (pre-June 2015)
information on accommodation
related interventions/placements

Methods of the Evaluation



Aims of the Evaluation

Does the Centre:

Provide a safe and secure place for street drinkers?

Provide pathways for healthcare and mainstream services?

Provide access to alcohol treatment?

Does the Centre work towards:

Reducing the number of street drinkers in Liverpool City Centre?

Reducing alcohol consumption for street drinkers?

Improving health outcomes for street drinkers?

Reducing antisocial behaviour associated with street drinking?

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Numbers from the Evaluation



122 days open



386 individuals



77% male



38 mean age



83% white British



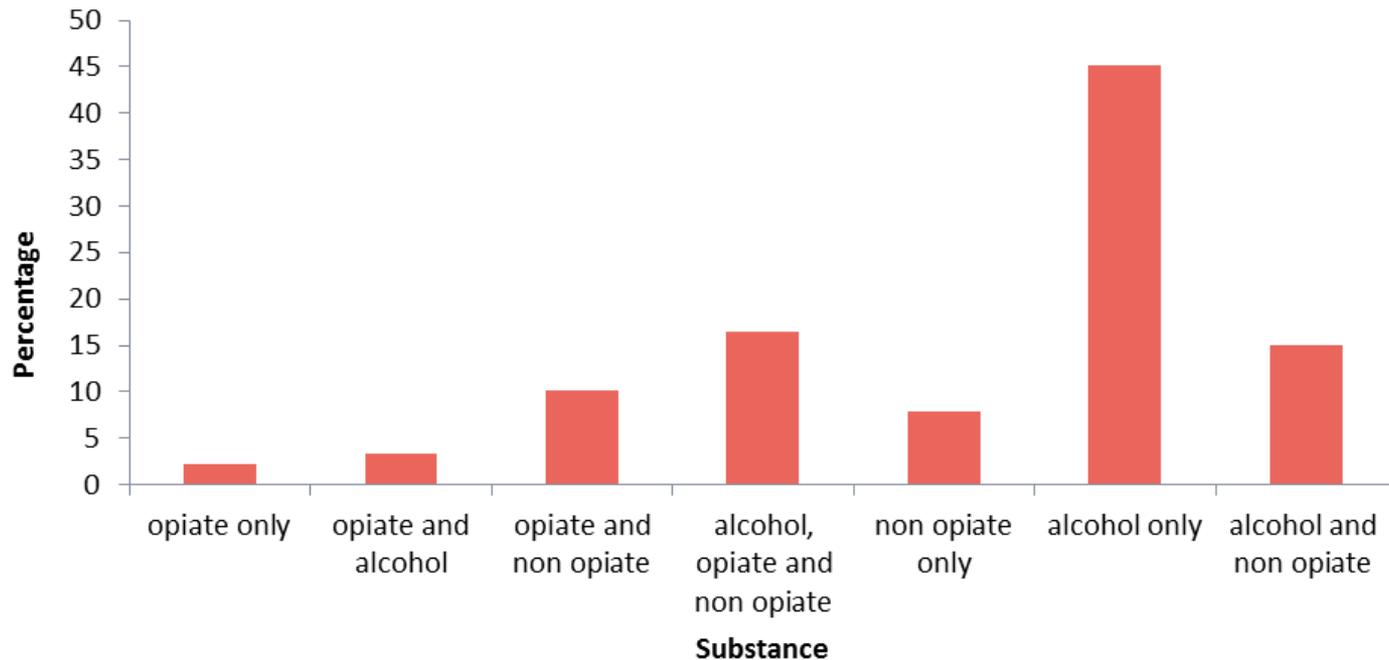
54% NFA



812 support needs

Numbers from the Evaluation

Alcohol only users: 45%
Daily drinking units: 4 – 78 (mean = 25)
Percentage drinking in city centre: 85%



Findings of the Evaluation – Did the Centre target hard to reach individuals in the right setting?

Location and Facilities

Location considered to be accessible by service users (within walking distance of areas they would congregate in)

Facilities seen as adequate at least. Praised by some stakeholders and service users.

Lack of hand washing facilities, cooking facilities and mains electricity an issue.

Presence of vermin

Closing time staggered. Outreach time worked in collaboration with police but service users reported street drinking still occurred.

“The wet garden needs to be open probably a bit longer. It should be open because you’ve got people coming out of the bombed out church drinking at night..... they’ll go drink in Lime Street or anywhere so to stop them from drinking you’d have to have it open after 8pm” (Participant)

Findings of the Evaluation – Did the Centre target hard to reach individuals in the right setting?

Reaching the target population

Centre reached most of target population of street drinkers through association with two established service providers

Emergence of Novel Psychoactive Substances (NPS) and associated anti-social behaviour outside of remit of REST

Initial barriers with Eastern European street drinkers

Some communities did not engage (low representation from BME and Irish communities)

Findings of the Evaluation – Did the Centre target hard to reach individuals in the right setting?

Provision of a range of interventions

Over 4,600 interventions delivered during the pilot – including basic care and practical support, harm reduction advice, support with applying for benefits and health care related.

Quality of interventions praised by service users

“Diversionary” activities – classes such as gardening or meditation

Range of services in one location seen as a key success

Access to detox and rehab an asset

External agencies could have had more of a presence (including drug services)

“We do painting, we do health things, we did first aid, stuff like that what you need to know if this wasn't here you wouldn't get to do basically would you... It's alright; you know you learn something new every day don't you” (Participant)

Findings of the Evaluation – Did the Centre target hard to reach individuals in the right setting?

Effective communication

REST and Merseyside Police worked together before and during pilot

Daily visits from police reduced following concerns around engagement

Some stakeholders felt more work needed to improve relations with police

Close working partnership between REST and homeless support services

Good rapport between staff and service users

Findings of the Evaluation – Did the Centre provide access to alcohol treatment and work towards reducing consumption?

Harm reduction model aimed firstly to reduce not stop consumption

Many service users reduced drinking while at REST but not universally

Lack of follow up data made difficult to determine

8 referred to detox programmes

“I would say they do drink slower in here because they can understand, they can sit around, they can do a lesson, they can have a little sleep, they wake up their drink is still there, so they do drink a lot slower, juices in between, sandwiches... I feel it is helping with the alcohol reduction ... because [on the street] they want drink it before the police come and pour it out on them” (Stakeholder)

“I’ve stopped drinking, I’m very happy now, I’m helping these people now, I’m here every day now..... I’ve stopped being aggressive, I feel better now.....I would still be drinking I think [if hadn’t attended REST]” (Participant)

Findings of the Evaluation – Did the Centre improve health outcomes for street drinkers?

Mental wellbeing

Improvements on Short Warwick-Edinburgh Mental-Wellbeing Scale (SWEMWBS) seen among 55 individuals who participated in a follow up assessment.

REST gave service users opportunity to make friends

A small number of service users volunteered, attended training and applied for interviews

“Yeah to be a part of something, even just when they have the arts and crafts and things like that...the garden, doing the hanging baskets, it makes somebody feel a bit of self-worth doesn't it, you know it's encouragement it builds up confidence you know...you know, it's good when someone can say to you, oh I'm looking forward to doing that again, just simple little things, you know I'm looking forward to doing that next week.” (Stakeholder)

Findings of the Evaluation – Did the Centre improve health outcomes for street drinkers?

Physical health

Access to health interventions on site, signposting and referrals to treatment, registering with GP and support to attend hospital appointments

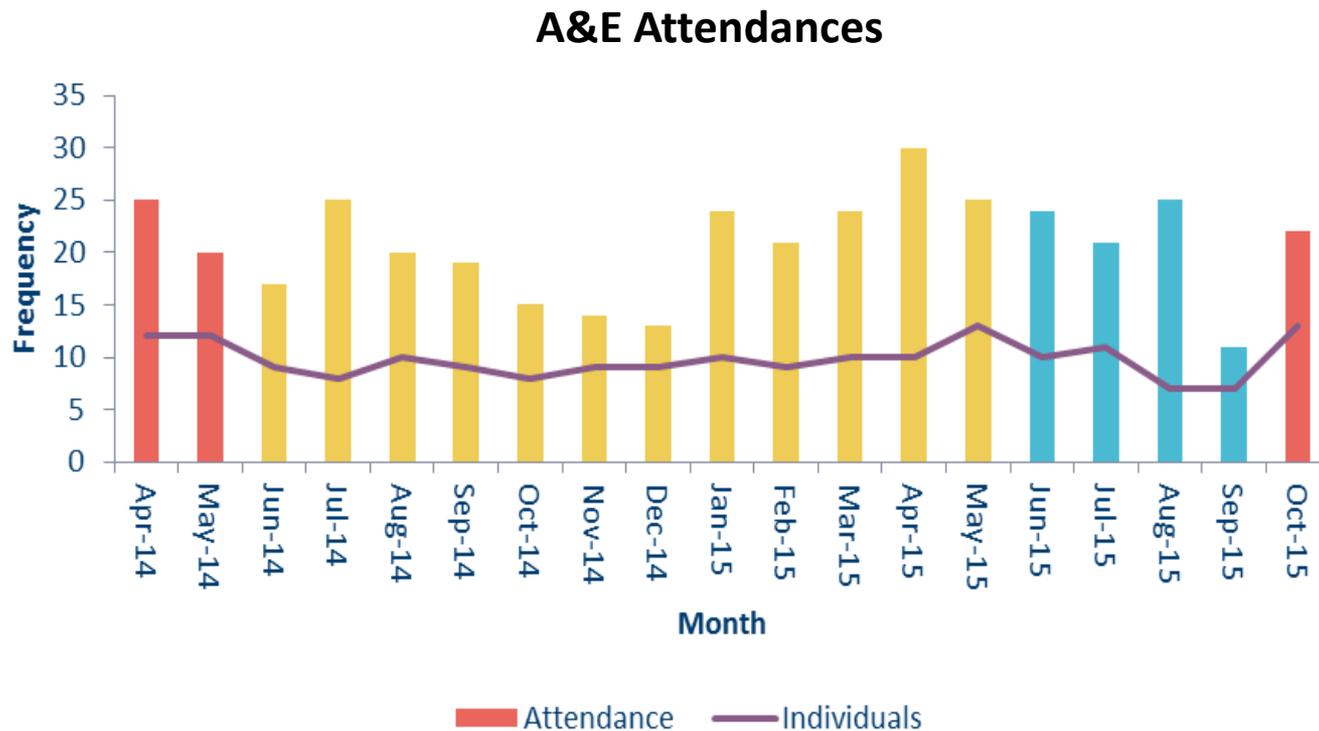
Health checks on site included TB checks and immunisation status, wound management, thiamine prescribing

GP consultations increased during opening of REST

Increased medication prescribed around substance and alcohol use but cannot be definitely attributable to REST

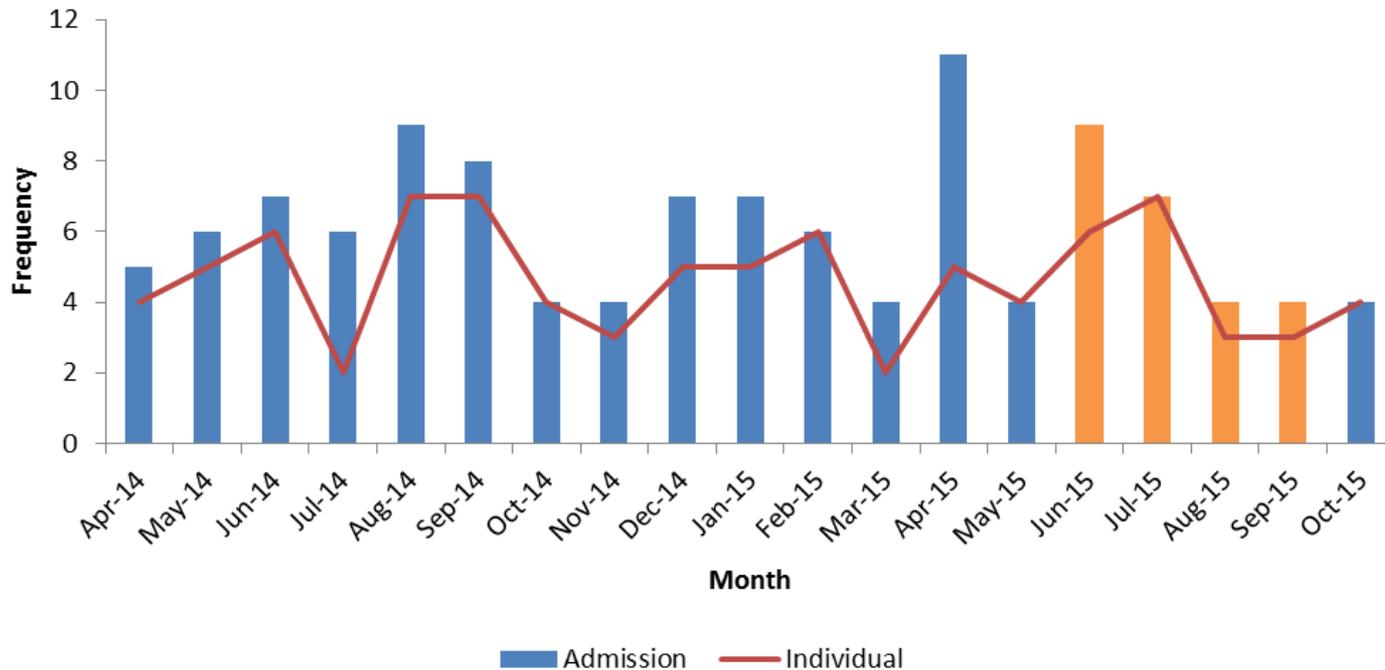
Reduction in A&E and Hospital attendances but cannot be definitely attributable to REST

Findings of the Evaluation – Did the Centre improve health outcomes for street drinkers?



Findings of the Evaluation – Did the Centre improve health outcomes for street drinkers?

Hospital Attendances



Findings of the Evaluation – Did the Centre reduce anti-social behaviour associated with drinking?

Service users discussed receiving verbal and physical abuse on street and felt less at risk of violence while at REST

Intergroup violence occurred at REST but less often

Reduction in anti-social behaviour near Centre but cannot be definitely attributable to REST

Businesses did not perceive a change to anti-social behaviour in area

“We have one person here now who doesn’t drink, when he first come in here he was a street drinker, he now loves to help out, he loves to speak and he goes round he talks he will distribute tea, coffee, sandwiches” (Stakeholder)

Findings of the Evaluation – Importance of long term support

Longevity a key issues for stakeholders

Concern trust would be lost on REST Centre closing

Reduced hope for the future reported

Many stated they would continue street drinking without Centre

“[There will be] a lot of upset people, a lot of disappointment for the ones that didn’t actually get there...It just took them a while to build their trust up, and I think maybe some of them will be kicking themselves thinking ‘oh, why didn’t I do this right at the very beginning’ ...so I think a lot of disappointment when it closes and that’s from the staff too”
(Stakeholder)

Findings of the Evaluation – Case Study

Before attending the REST Centre, Service User A had been sleeping rough in the city Centre for over two years and had a long history of substance abuse. Drinking around 80.5 units a day while drinking on the streets with other street drinkers. Had been violently attacked assaulted and robbed by those who she was drinking with at the time. She had been hospitalised a number of times for alcoholism, including being put in an induced coma due to multiple organs starting to fail. Also suffers with anxiety and depression.

“I was so close to dying and I still wanted to drink”

Service User A attended REST and asked about rehab. A staff member set up assessment for *Transforming Choices*.

“I was in the REST Centre drinking and I saw [a member of staff] who I knew had helped my friend in the rehab and she had done amazing. I felt hope.”



Findings of the Evaluation – Case Study

During her time at *Transforming Choices*, Service User A was put on a reducing regime and attended daily workshops with a psychologist. Her health dramatically improved in a matter of weeks. After completing their time in *Transforming Choices*, she started to reconnect with her family. Also enrolled at college and planning on going to university next year. Has place at an abstinence based housing service and is planning on becoming a peer mentor to help others.

“I feel that for the first time things are going right in my life and I feel so positive”



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MONDAY, SEPTEMBER 21, 2015

Hundreds helped by city project

By **JOE THOMAS**
City Centre Reporter

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A SPECIALIST centre set up to support street drinkers and rough sleepers in Liverpool has provided help to almost 400 people over the summer.

Officials behind the project say the city centre REST Zone has been a success, with many of the clients benefitting from access to healthcare and housing services since it opened on June 1.

Among those is rough sleeper Joe Gibbon, who said the service had helped him tackle alcohol issues and see his children again.

Based on Bolton Street, the project is a four-month scheme run by the

council, homeless charities the Whitechapel Centre and Basement, and other partners.

As it approaches its September 30 closure date, early evidence suggests it has helped change users' behaviour through encouraging them to drink less, use correct medication and take advantage of support services.

Mr Gibbon, who in June spoke to the ECHO about his experiences living on the streets, said the centre had been a big help to him - even paving the way for him to start rebuilding his relationship



CENTRE GAVE SUPPORT TO ROUGH SLEEPERS

Staff at the Liverpool city centre REST zone, including the Whitechapel Centre's Charlotte Mansbridge, far right

with his children. He said: "I've felt genuine progress. I got to see my kids because I've been here... I'm made up, the kids are made up with me. It's only because this has happened and that they have been good to me and I get along with people.

"They've calmed me down, they are good people, they've helped me out."

The former tradesman said alcohol had ruined his life



Joe Gibbon has been helped

but, while he had faced difficulties at times over the summer, the zone had boosted efforts to improve his lifestyle. In June he said one of the key reasons he was seeking help was to improve his relationship with his children.

The impact of the zone will not be clear until a formal analysis by John Moores University, but officials are optimistic.

By August 369 people had used it and there is a "core cohort" of 28 street drinkers who have attended more than 30 times.

Those who use the scheme are given access to on-site health clinics provided by Brownlow Practice and

other service and food.

Any alcohol into plastic be on request in ir ing levels.

Charlotte Whitechapel we have had of crime has large groups prominent f [common]. I Merseyside P ment issues encouraging where that i tion, they m realise what's anti-social b dignity and r is drinking drinker"

Charlotte a porting client but it was key term lifestyle than pressure too quickly

She said: "the goals se looking at: w do they need tion first? Yo people into b meaningful than ticking b

logos

Untitled - Notepad

My Documents

Evaluation of the R...

ublic health institute

Findings of the Evaluation – Recommendations

- **Future location** needs to be accessible to street drinkers
- **Improved facilities** and opening hours would enable additional support
- **Pathways** for those who use NPS and illicit substances
- **Continue maintaining existing links** and create more formal pathways for services
- **Formal volunteering** process for service users
- **Establishment of “After Care”** process for when Centre is closed
- **Prioritise data collection** to evidence effectiveness
- **Develop a formal way of monitoring** alcohol consumption of service users
- **Analysis of health data** and associated costs
- **Examine outcomes** over a longer period of time

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