

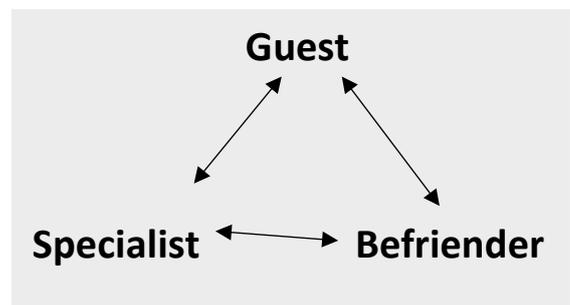
## An introduction to the Three-way Links Scheme (Trinks)

### A. Purpose and Summary

The purpose of this scheme is to help guests sort out the issues that prevent them getting housing. Three people work together to do this. When a guest asks for help with something like universal credit, getting housing or coming off drugs a specialist often gets involved. They can assess professionally the circumstances and suggest effective steps the guest can take initially. To carry out these first steps and follow the recommended Pathway often proves difficult and time consuming. This is where a third party, an Opendoors Befriender, might be able to help.

### B. The way it could work

1. The Guest asks the Specialist for help. This could be a Housing Outreach Worker, the Opendoors Co-ordinator or a member of the Turning Point Team or Citizen's Advice Bureau.
2. The Specialist assesses the circumstances and suggests a course of action (a Pathway) which the Guest sets out on.
3. Achieving success, or working together on unforeseen difficulties, may lead the guest to ask the Specialist for further help.
4. However, the Specialist's availability will be limited. Their case load may prevent them from being able to do more than just sketch out the path ahead for the Guest.
5. So the Specialist talks with the Guest about the Three-way Link scheme in which a Befriender works with a Guest to continue along their recommended Pathway and contacts the Specialist only when the next step is not clear. If the Guest agrees to take part in the scheme, the Specialist invites a Befriender in to start a three-way conversation.
6. This could lead to an agreement being signed which would state the length (probably 6 weeks) of the 'contract' between Guest and Befriender and cover confidentiality, safeguarding, boundary issues and an exit strategy.
7. The Guest and Befriender will then meet at mutually convenient times and places to work on one or more issues already identified with the Specialist and gradually makes significant progress.
8. There should be a weekly conversation between the Befriender and the Specialist.
9. Progress should be reviewed at four weeks and then at the end of the contract period.



### C. Paving the way for the Three-way Links scheme

1. A Working Party will need to
  - consult with Specialists about the scheme and what will be appropriate training for Befrienders

- draft model guidelines for contracts
  - set up a trial run with a willing Guest, an experienced Befriender and an appropriate Specialist
  - review the trial, modify the scheme and guidelines
  - set out proposals for the Management Committee to consider.
2. A Training Group will need to
- consist of at least two members of the Working Party
  - draw up a short course of 4 – 6 sessions, producing a summary of learning points for each session
  - invite someone to tutor the course
  - recruit Befrienders to join the course
  - make all necessary arrangements
  - monitor the sessions, once the course gets underway
  - evaluate the course once it is over.
3. A Three-way Links (Trinks) Co-ordinator will need to
- Launch the scheme and ensure Guests are clear on the purpose and nature of it
  - Ensure all Befrienders taking part in the scheme are CRB checked and Trinks trained
  - Liaise with Specialists, Guests and Befrienders in order to set up each initial three-way meeting
  - Be the weekly contact with the Befriender if appropriate
  - Help review the effectiveness of each contract
  - Report to the Management Committee on progress from time to time.

#### **D. Possible Timescale**

<u>2018</u>	<u>Action</u>	<u>Purpose</u>
January	Set up a Working Party	To carry out C1
March	Working Party report to Management committee	To adopt the Scheme officially
April	Set up a Training Group	To carry out C2
June	Run the first Three-Way Links Course for volunteer Befrienders	To prepare Befrienders
August	Appoint the Trinks Co-ordinator	To manage the Scheme C3
September	Launch the scheme	To benefit the Guests