**SHIPS Background**

**Smart Health Inclusion Peer AdvocateS (SHIPS)**

SHIPS is a peer support service delivering one-to-one engagements to enable people experiencing digital exclusion in Bradford and Leeds to access the health and welfare services they need to be able to self-care. Based on Groundswell’s Homeless Health Peer Advocacy service, SHIPS will be delivered by Bevan Healthcare in collaboration with Groundswell, and 100% Digital Leeds.

**About Bevan Healthcare CIC:** Bevan Healthcare CIC is an award-winning health inclusion social enterprise supporting homeless people, refugees and asylum seekers to improve their health, wellbeing and life outcomes. Rated CQC Outstanding for our services (CQC recorded BHC as the ‘best in the country’ for inclusion health), continue to be at the forefront of innovating health and wellbeing services for highly vulnerable groups. Bevan is committed to helping people get the health care that they need; providing responsive NHS General Practice services designed to meet the needs of people who are homeless or in unstable accommodation; those who have come to Bradford and Leeds as refugees or to seek asylum.

**About Groundswell:** Groundswell is a registered charity that exists to enable people experiencing homelessness to take more control of their lives, have a greater influence on services and play a fuller role in our community. They have been creating innovative, client-centred services for over 20 years, focusing on participation, research and health. They have been delivering Homeless Health Peer Advocacy in London since 2010 and have supported organisations around the UK and Ireland to set up their own peer-led services.

**About 100% Digital Leeds:** The 100% Digital Leeds programme is led by a team in Leeds City Council, working with partners to make Leeds the most digitally inclusive city for everyone. With more services moving online it has never been more crucial for people to have the opportunity to access the digital world to help manage their money, health, housing, leisure and mental wellbeing.

**SHIPS Aims**

* Improve digital literacy for peer volunteers and clients
* Support people to overcome barriers to accessing health and care
* Increased knowledge, confidence and motivation to manage health and engage with healthcare
* Increased knowledge, confidence and motivation to engage with digital platforms for both clients and volunteers
* Decreased reliance on emergency and secondary care
* Link clients into a wide range of welfare support
* Promote self-care and illness prevention
* Enable recovery and independent living
* Support volunteers to gain confidence and skills and to progress into employment or training

**SHIPS Delivery**

* **Peer Advocates:** we will recruit, train and support volunteer Peer Advocates with lived experience of homelessness and/or the refugee and asylum seeker process. Peers shared experience with clients enables them to build the trusting relationships required to get people to appointments. Peers also acts as role models - proving you can improve your health, gain independence and move on.
* **Advocacy Support:** our Peers will provide one-to-one support to patients who are digitally excluded and would benefit from support to improve their digital skills and overcome barriers to accessing healthcare. Peers will build relationships with clients over time and will assess their individual needs in relation to health and digital skills. All peers will be equipped with mobile technology and trained to be independent advocates and digital champions. This will enable them to work with their clients to ensure they understand what support they can access; understand their rights to accessing healthcare; support them to access the healthcare they need when they need it; and develop digital skills which will help them to engage with a wide range of services to support health and wellbeing.

In addition, Advocates will be able to offer practical support to their clients such as support to book and attend both face to face and virtual appointments and registering with a GP and other primary care services such as dentists and opticians. We will support clients to prepare for and co-ordinate their appointments; develop understanding of the roles of different professionals and services; ensure they not discriminated against; and ensure that they communicate effectively.

**SHIPS volunteer pathway**

**SHIPS client pathway**

Diagram

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