

What Supporting People did; the impact; and ongoing work

Sheltered housing schemes

Please note: We no longer have a contractual relationship with any sheltered housing providers.

1. What we (Supporting People) did

1.1 We called a meeting of all sheltered housing providers (along with extra care providers) so the Head of Supporting People could explain the Full Council's decision to approve the saving. We stressed our commitment to working in partnership to carry out effective decommissioning. Providers were advised on how the decommissioning process would work.

1.2 We then wrote to all providers to give three months' notice, as required by the terms of the contract. Providers were advised that contracts would end on 9th May 2016 and that payments would be made up to and including that date.

1.1 In accordance with the Decommissioning Protocol our Quality Monitoring Officer contacted all providers to discuss the plans that providers were putting in place to minimise the disruption to residents and to ensure that people receive appropriate support. All providers were offered the opportunity to meet with the Quality Monitoring Officer.

1.2 These plans included:

- providers completing an impact assessment; and
- the Quality Monitoring Officer producing a risk management plan, agreed with providers. This set out how providers would mitigate risks resulting from the withdrawal of funding.

1.3 Actions agreed included advising staff to refer clients to STEPS (a Supporting People-funded visiting support service) and other services, such as the Welfare Benefit helpline.

2. Impact

2.1 In Quarter 1 2016/17, STEPS received 23 referrals from previously Supporting People-funded sheltered housing services. In addition, Home Works received 3 referrals from Sheltered Housing.

3. Ongoing

3.1 Adult Social Care no longer has a contractual relationship with any sheltered housing provider.

3.2 We will continue to monitor referrals to the STEPS service from providers.

Extra care housing schemes

Please note: We have a continued relationship with partners in seven extra care housing schemes in East Sussex. People living in the schemes are also likely to be Adult Social Care clients.

1. What we (Supporting People) did

1.1 We called a meeting of all extra care housing providers (along with sheltered housing providers) so the Head of Supporting People could explain the Full

Council's decision to approve the saving. We stressed our commitment to working in partnership to carry out effective decommissioning. Providers were advised on how the decommissioning process would work.

1.2 We then wrote to all providers to give three months' notice, as required by the terms of the contract. Providers were advised that contracts would end on 9th May 2016 and that payments would be made up to and including that date.

1.3 In accordance with the Decommissioning Protocol our Quality Monitoring Officer contacted all providers to discuss the plans that providers were putting in place to minimise the disruption to residents and to ensure that people receive appropriate support. All providers were offered the opportunity to meet with the Quality Monitoring Officer.

1.4 These plans included:

- providers completing an impact assessment; and
- the Quality Monitoring Officer producing a risk management plan, agreed with providers. This set out how providers would mitigate risks resulting from the withdrawal of funding.

1.5 Actions agreed included advising staff to refer clients to STEPS (a Supporting People-funded visiting support service) and other sources, such as the Welfare Benefit helpline.

4. Impact

4.1 In Quarter 1 2016/17, STEPS received 2 referrals from previously Supporting People-funded extra care schemes.

5. Ongoing

5.1 We will continue to monitor referrals to the STEPS and Home Works services from providers.

5.2 Adult Social Care has a continued relationship with partners in seven extra care housing schemes in East Sussex. We have a contract with care and support providers to provide care and support services in the schemes.

5.3 In addition, through agreed nomination arrangements with partners (district and borough councils, scheme landlords and care and support providers), we oversee the allocations process to rented properties in these schemes.

5.4 All partners work together to support the ongoing provision of good quality services in the schemes. This is achieved through an Operational Management Group at each scheme. This Group provides a forum for all key partners to oversee the management of the scheme and to achieve the objectives and outcomes and ensure the integration of the different elements of the scheme.

5.5 The activities of the Operational Management Group includes:

- discussions where there are Policy decisions relating to running the scheme;
- monitoring progress on key performance indicators and outcomes on a three/six monthly basis;
- raising issues of concern with statutory or other agencies in relation to the scheme difficulties identified by commissioners/providers;

- providing an initial forum for issues of concern and the discussion and resolution of differences between agencies;
- receive reports of incidents and oversee any recommendations arising from them; and
- carry out an annual review of the Operational Management Policy and the Joint Nominations, Assessment and Allocations Policy.

5.6 The membership of the group includes representation from all partners including the Council, the landlord, care and support providers, resident representatives and catering provider.

Home Works

1. What we (Supporting People) did

1.1 We wrote to the provider, Southdown, on 10th February 2016 to give three months' notice that the Home Works contract would be amended to reflect the agreed reduction.

1.2 We requested a revised budget and staffing structure from the provider to reflect the reduced funding amount. This enabled us to prepare an appropriate contract variation document.

1.3 The agreed reduction in funding came into effect from 10th May 2016.

1.4 We worked closely with the provider to:

- identify a revised staffing structure;
- consider a prioritisation mechanism for referrals as demand for the services has increased;
- ensure the minimum number of staff would be negatively impacted by the changes; and
- agree the outcomes that could be achieved with less resources.

1.5 We worked with the provider to ensure current clients were not affected. The saving requirement was managed by not replacing people as they achieved their outcomes and left the service.

2. Impact

2.1 Home Works used to deliver 3,571 housing support hours per week and now delivers 3,274. Housing support hours per week. This is a decrease of 296.46 support hours per week.

2.2 This service reduction is reflected in staffing levels, with posts reduced by 10.5 Full Time Equivalent posts. There were 3 redundancies.

2.3 The demand for Home Works services has increased since the equivalent period in June and July last year. The service is currently turning away 300 plus referrals a month.

3. Ongoing

3.1 Referrals to Home Works come from the statutory and non-statutory sector. People can also self-refer. The increase in referrals is believed to stem from an

increase in homelessness and less suitable housing solutions being available, as well as the reduction in funding to the service.

- 3.2 In light of this increase in referrals, we are working with the service manager to revise the eligibility criteria.
- 3.3 We will continue to monitor the terms and conditions of the contract, including the requirements of the service specification.
- 3.4 This will include performance indicators and outcomes collected quarterly and a formal Review by the Quality Monitoring Officer within 18 months.

Refuge programme

1. What we (Supporting People) did

- 1.1 We wrote to the provider, Refuge, on 10th February 2016 to give three months' notice of the contract amendment.
- 1.2 We requested a revised budget and staffing structure from the provider to reflect the reduced funding amount. This enabled us to prepare an appropriate contract variation document.
- 1.3 With corporate funding, we allocated a 4% uplift on the contract value to take account of the impact of the national living wage and inflationary pressures. The contract value was due to reduce from £391,999 to £313,599, but the uplift means the annual value is now £326,143.59.
- 1.4 The agreed reduction in funding came into effect from 10th May 2016.
- 1.5 We worked closely with the provider to:
 - support a proposal to keep the number of units provided (47) at the same level;
 - ensure the minimum number of staff would be negatively impacted by the changes; and
 - agree the outcomes that could be achieved with less resources.

2. Impact

- 2.1 The contract continues to provide 47 units of accommodation for women and children who are experiencing domestic violence.
- 2.2 There has been a 17% reduction in the number of housing support hours delivered to women occupying the 47 units.
- 2.3 There were no redundancies, but staffing has reduced by 1.5 posts across the programme.

3. Ongoing

- 3.1 We will continue to monitor the terms and conditions of the contract, including the requirements of the service specification.
- 3.2 This will include performance indicators and outcomes collected quarterly and a formal Review by the Quality Monitoring Officer within 18 months.