

Report to: Adult Social Care and Community Safety Scrutiny Committee

Date of meeting: 9 March 2017

By: Director of Adult Social Care and Health

Title: Further update on the impact of the 2016/17 savings

Purpose: To further update the Committee on the impact of 2016/17 savings in relation to Supporting People and the Commissioning Grants Prospectus

RECOMMENDATIONS

- 1) The Committee is recommended to consider and comment on the update of the impact of the Supporting People savings agreed for the 2016/17 Adult Social Care budget.
 - 2) The Committee is recommended to note that the data will continue to be monitored and agree that the Committee be made aware of any further significant impacts on an exception basis.
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1. Background

- 1.1. The Adult Social Care Reconciling Policy, Performance and Resources (RPPR) savings proposals for 2016/17 included significant savings to the Supporting People programme of funding and to Commissioning Grants Prospectus (CGP) funded support.
- 1.2. A report on the impact was considered by the Committee in September 2016. As the implementation was still at an early stage, the Committee requested that a further update be provided for its March meeting.
- 1.3. In preparing this report we have reviewed relevant data, such as referrals to related services, complaints and provider feedback. The review was carried out in February 2017.
- 1.4. Please note that there is no updated information to report on the Commissioning Grants Prospectus (CGP) savings.

2. Supporting People savings

- 2.1. The Supporting People savings proposals, which came into effect from 10 May 2016, were:
 - Sheltered housing schemes: Removing 100% of Supporting People funding.
 - Extra care housing schemes: Removing 100% of Supporting People funding.
 - Home Works visiting support service: Removing 8% of Supporting People funding to save £300,000. This was a reduction on the original proposed saving of £835,000.
 - Refuge service accommodation based schemes: Removing 20% of Supporting People funding to save just under £80,000.

3. Supporting People: Sheltered housing

- 3.1. As previously reported, we have seen an impact of the removal of funding on the STEPS service, with 23 referrals from previously Supporting People-funded sheltered housing services made in Quarter 1 of 2016/17. We have seen a similar level of referrals

from Q2 up until February 2017, with 47 referrals from sheltered housing to the STEPS service.

3.2. The impact on Home Works from sheltered housing has been limited, as would be expected as Home Works supports clients aged 16-64. There were 3 Q1 referrals and a further 3 from Q2 up until February 2017.

3.3. Adult Social Care no longer has a contractual relationship with any sheltered housing providers, but we will continue to monitor referrals and respond to complaints where relevant.

3.4. There were no complaints relating to sheltered housing during the period Aug 16 to Jan 17. There was a Counsellor enquiry about a concern that withdrawal of funding for a support worker had directly affected a resident's end of life care.

4. Supporting People: Extra care

4.1. As reported in September, we worked closely with providers to manage the removal of Supporting People funding for a scheme manager at each extra care scheme.

4.2. In Quarter 1 2016/17, STEPS received 2 referrals from previously Supporting People-funded extra care schemes. From Q2 up until February 2017, STEPS received a further 4 referrals from extra care schemes. There weren't any referrals to Home Works.

4.3. There were two complaints about extra care during the period Aug 16 to Jan 17. Both related to the same provider who is contracted to provide care services at some of the schemes.

5. Supporting People: Home Works

5.1. As reported last time, the funding reduction has seen a decrease of support hours provided by the service per week and a reduction in staffing levels.

5.2. Demand levels on Home Works continue to be high. Between Oct 16 and Feb 17, the service received 3,107 referrals, of which 1,864 were accepted. Of the referrals that were not accepted nearly half would have been accepted if the service had capacity (605 of 1,243).

5.3. The service is prioritising referrals from statutory services and resourcing is based on deprivation and need within size of population. As a result, the number of self-referrals that are being accepted has reduced (dropping from 40% of the total to 30%).

5.4. Where people aren't eligible for the service, signposting will be provided if appropriate. Where eligible applicants aren't accepted due to low need and capacity issues, they are signposted to well-known agencies who may meet their need. For example, local authorities and organisations which provide advice about benefits.

5.5. The long term impact of the capacity issues could be that more people present to statutory services, but this is not monitored due to the resource that would be required to do so.

5.6. There were no complaints relating to Home Works during the period Aug 16 to Jan 17.

6. Supporting People: Refuges

6.1. As reported in September, we have worked with the provider to agree a revised staff structure and the outcomes that can be achieved with fewer resources.

6.2. Managerial posts were reduced by 50%, meaning there is less capacity for multi-agency work and collaborative work. Managers also have to cover for operational sickness

and leave. The loss of the complex needs worker means less one-to-one work with women with complex needs and a negative impact on outcomes in respect of offending behaviour and substance misuse. There is also less capacity for work linked to self-esteem and healthy relationships.

6.3. There were no complaints relating to Refuges during the period Aug 16 to Jan 17.

7. Conclusion and reasons for recommendations

7.1. Home Works is experiencing considerable demand and is prioritising referrals from statutory services. Between Oct 16 and Feb 17 this led to 40% of referrals not being accepted.

7.2. Refuges have seen an impact on their capacity to take part in multi-agency work and some of the support they can offer to residents.

7.3. The Committee is recommended to consider and comment on this report. It is also recommended to note that the data will continue to be monitored and agree that it will be made aware of any further significant impacts on an exception basis.

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