

Report to:	<b>Cabinet</b>
Date:	<b>26 June 2018</b>
By:	<b>Director of Adult Social Care and Health</b>
Title of Report:	<b>Community based housing support services</b>
Purpose of Report:	<b>To consider proposals for community based housing support services</b>

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## **RECOMMENDATIONS**

**Cabinet is recommended to:**

- 1. agree to use £1,212,000 of the additional 2018-2019 Government funding allocation of £1,616,000 to provide community based housing support services, as set out in the report, and prioritise support to those with the highest level of need; and**
  - 2. delegate to the Director of Adult Social Care and Health authority to take all necessary actions to give effect to the implementation of the above recommendations**
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### **1. Background**

**1.1 Home Works** is a county wide service delivered by Southdown Housing Association.

- The service visits working age people wherever they are living and provides comprehensive cover of the county: In 2016-2017 the geographical profile of service delivery was 27% Eastbourne, 35% Hastings, 14% Lewes, 11% Rother 13% Wealden.
- Referrals to Home Works are open, which means they come from a range of sources including self-referrals.
- In 2016-2017 47% of referrals were from statutory services, including 14% from Adult Social Care, 17% from Health and 10% from Children's Services.
- The needs of the clients are multiple and often complex: In 2016-2017 79% had a mental health condition, 57% a disability, 13% were at risk of domestic violence, 29% were ASC clients, 20% were young people (including care leavers), 6% were rough sleepers and 10% were living in temporary accommodation (65% had children). 38% of all households had children.
- Clients are supported to resolve their housing issues, better manage their health and wellbeing, maximise their income, retain paid work, prevent a crisis and develop the resilience necessary to address personal crisis as they arise. A primary purpose of this intervention is to mitigate the risk of an escalation of need which is likely to then require the intervention of a statutory service such as Adult Social Care, with related costs

**1.2 STEPS** is a county wide service delivered by South East Independent Living in Eastbourne, Wealden and Lewes and Family Mosaic in Hastings and Rother. STEPS provides two services:

- **Housing support service:** This service supports people aged 65 and over normally at their home to address issues related to difficulties with managing their home; preventing an unnecessary move or providing support to move to a more appropriate one. A primary purpose of this intervention is to prevent a more costly social care or health intervention.
- In 2016-2017 86% of clients had a long term condition, 83% a disability, 29% had a carer, and 50% lived alone. Referrals to the service are “open” and include self and family referrals. In 2016-2017 55% of referrals were from statutory services, including 41% from Adult Social Care.
- **Navigator support service:** This service provides information, advice and sign posting to people aged 18 and over with a physical long term condition (LTC) and need advice and guidance to live life to the full. This service visits people at home and aims to promote social inclusion. In 2016-2017 the LTCs included 8% with heart disease, 6% Chronic Obstructive Pulmonary Disease (COPD), 17% arthritis, 7% diabetes, 5% were stroke survivors. In addition 41% had a carer, 45% lived alone.
- Referrals to the service include self and family referrals. In 2016-2017 57% of referrals were from statutory services, including 51% from Adult Social Care.
- In 2016-2017 the geographical profile of service delivery was Eastbourne 27%, Hastings 17%, Lewes 18%, Rother 16% and Wealden 22%.

1.3 Demand for these community based services is high and caseloads demonstrate that the complexity of clients’ needs has increased in recent years.

## 2. Supporting Information

2.1 The current gross annual budget for the community based housing support services is £5,008,000.

2.2 The original 2018-2019 savings agreed by County Council for the Supporting People community based housing support services was £2,500,000. Following the allocation of an additional £1,616,000 government funding for 2018-2019, it is proposed that £1,212,000 of this additional government funding is used to fund community based services in 2018/19.

2.3 This portfolio of services includes two county wide, short-term, visiting support services: Home Works and STEPS to stay independent (STEPS). These services support people aged 16 years and over to access housing, live independently, prevent a crisis and more costly interventions. Details of funding for the services are as follows:

- Home Works has an annual contract value of £3,306,000 and an initial savings requirement of £1,650,000.
- STEPS has an annual contract value of £1,702,000 and an initial savings requirement of £850,000.

2.4 If the proposals are agreed £1,212,000 of the Adult Social Care Grant will be released by negotiation with current providers and, where contract status and EU procurement rules require, via a competitive tender process. Alternative provision to be provided with the remaining funding will be designed with providers and key stakeholders including district and boroughs. Redesign will determine the client group, eligibility, referral routes and the key outcomes.

2.5 Appendix 1 provides additional information in respect of the geographical coverage of the services, outcomes achieved and client profiles.

### **3. Consultation Summary**

3.1 In the ten week consultation period from 15<sup>th</sup> February 2018 to 25<sup>th</sup> April 2018 a total of 2,861 comments or queries were received from people about the Supporting People community based services prior to and during the consultation period. Appendix 2 provides a summary of the consultation feedback. All consultation responses are available in the Cabinet and Members' Rooms for Members to consider.

3.2 The respective providers led the consultation process with clients. Providers engaged individually with clients to ensure they knew how to access the consultation process; led consultation meetings; and also advised former clients of the process. A petition created by a client that expresses concern about the proposed savings has been received and the petitioner will be given the opportunity to address Cabinet.

3.3 Key themes relating to Home Works services from the consultation:

- Cutting the service would affect people's ability to keep or find a home, lead to an increase in homelessness and lives could be put at risk
- Home Works plays an important role helping and supporting people who are struggling with mental health issues
- People say their life would have been at risk without this service
- There would be a negative impact on the community if Home Works was cut, through increases in homelessness, anti-social behaviour and crime
- Organisations say the service works in a practical way with people, helps people to cope, builds resilience, and saves lives
- The service focuses on crisis intervention and supports the work of many other statutory and charity services
- Organisations say the service plays a vital role in helping people to sustain tenancies and move on to permanent accommodation, particularly young people and care leavers
- The service has already seen cuts and has capacity issues. Further cuts could make it unsustainable
- Organisations say that cutting the service would make it harder for statutory organisations across the county to meet their duties
- If Home Works wasn't available they don't know where would have gone, as nowhere else offers this sort of support

3.4 Key themes relating to STEPS services from the consultation:

- The budget shouldn't be reduced because this is a vital service and cutting it would negatively impact on older people
- STEPS helps people to access benefits and move to more suitable accommodation
- Individuals and families would end up in temporary accommodation and it would put people at higher risk of homelessness
- It would create additional demand and costs for statutory services, including social care, the Police and health services including hospitals and GP surgeries
- Cutting STEPS would lead to the use of more expensive services and an increase in hospital stays
- If STEPS wasn't available they don't know where they would have gone, as nowhere else offers this sort of support. The fact they come to your home is important to people.

## **4. Changes to Service Provision**

4.1 A budget reduction of £2,500,000 would result in significant reduction in the number of people and households that can benefit from the services. The services will reduce and there will be significant impact on clients, their families and carers. Agreement to mitigate the savings by £1,212,000 in 2018/19 will reduce the impact on clients and service provision. It is proposed that the remaining budget is used to fund visiting housing support services through STEPS and Home Works as there is no other local provision of such services.

4.2 It is proposed that the STEPS Navigator service would cease. There are other navigator-type services in place which can go some way to mitigate the impact of the savings. These services include navigator and social prescribing type services provided by the third sector and Proactive Care Practitioners within Health. In addition there are on line resources including ESCIS and 1Space. Professionals can also work with Locality Link Workers to discuss how the gap can be filled and identify alternative support.

4.3 If the allocation of the £1,212,000 is agreed, the number of older people who receive housing support can be maintained in 2018/19. There would be a reduction in the number of working age people who would receive housing support and this would be quantified through discussion with providers. Future services will need to focus on those facing a crisis, those most at risk of destitution and preventing a more costly intervention. For Home Works in particular there needs to be regard to the requirements of the Homeless Reduction Act and the duty to refer placed on Adult Social Care.

## **5. Impact of the proposed service changes**

5.1 In considering the proposals in this report, Cabinet Members are required to have 'due regard' to the duties set out in Section 149 of the Equality Act 2010 (the Public Sector Equality Duty). Equality Impact Assessments (EqIAs) are carried out to identify any adverse impacts that may arise as a result of the proposals for those with protected characteristics and to identify appropriate mitigations. The summary EqIA is attached at Appendix 3. The full version of relevant completed EqIAs have been placed in the Members' and Cabinet Room and are available on the [Cabinet](#) pages of the County Council's website. They can be inspected upon request at County Hall. Members must read the full version of the EqIAs and take their findings into consideration when determining these proposals.

5.2 The Equality Impact Assessment was based on the service changes needed to give effect to a budget reduction of £2,500,000. A common theme emerging from the consultation and Equality Impact Assessment is that without the housing support services in particular, people would have experienced a greater crisis of personal safety including a mental health crisis if they were unable to access the services. Respondents report they would have tried their GP, local council or Adult Social Care. In the future people can access other community support which they can find out about through Health and Social Care Connect, East Sussex 1Space and other information sources.

5.3 Key impacts identified through the EqIA for Home Works:

- A reduction in service would result in increased risk of people (especially families) presenting to statutory authorities as homelessness, and an increase in street homelessness for working age people on a low income

- Increased risk of high rates of acute health care use due to lack of early intervention, including emergency visits and inpatient admissions to hospital for people with complex needs and the physical and mental health symptoms
- Increased associated risks for families with children and young people, including child protection and safeguarding issues, and access to health and education
- Increased risk of suicide, poverty and debt. There are also increases in crime and likelihood of assaults and violence
- Increased burden on local voluntary and community services including food banks as well as District and Borough council housing services.

#### 5.4 Key impacts identified through the EqIA for STEPS:

- A reduction in service would result in older people (and people with long term conditions using the Navigator service) living in unsafe housing conditions, leading to increased risk of health and care issues, especially with long term conditions and increasing frailty
- Increased risk of high rates of acute health care use due to lack of early intervention, including emergency visits and inpatient admissions to hospital for people with complex needs and the physical and mental health symptoms. This is especially prevalent for older people who are becoming frailer
- Increased burden on local voluntary and community services including food banks as well as District and Borough council housing services
- Increased social isolation, risk of poverty and increasing debts. This also leads to more reliance on more long-term interventions and services.

5.5 STEPS employs 59 members of staff and Home Works employs 106 members of staff. It is not possible to quantify how many staff members will be directly affected by the proposed savings, this will be determined through service design. Services will be re-modelled based on available resources. Working with service providers, the most sustainable service offer will be identified and services will remain available to all East Sussex residents.

## 6. Conclusion and Reason for Recommendations

6.1 The proposal to utilise £1,212,000 of the additional £1,616,000 to fund community based housing support services is based upon the reach of services provided by STEPS and Home Works in terms of the number of people they support; the complexity and range of needs the visiting housing related support provides; and the prevention aspect of the housing support service which reduces the risk of people being in crisis. All of these issues were themes in both the consultation feedback and equality impact assessment. In addition, Home Works provides a crucial 'move-on' service to help vulnerable people transition safely from other services into independence.

6.2 If the additional funding is agreed, it is proposed that the budget is used to fund visiting housing support services as there is no other local provision of such services. Whilst

the Navigator service would cease, the number of older people who receive housing support can be maintained. There would be a reduction in the number of working age people who would receive housing support and this would be quantified through discussion with providers.

6.3 Alternative provision to be provided with the remaining funding will be designed with providers and key stakeholders including district and borough councils' housing departments. Future services will need to focus on those facing a crisis, those most at risk of destitution and preventing a more costly intervention.

**KEITH HINKLEY**

**Director of Adult Social Care and Health**

Contact Officer: Jude Davies, Strategic Commissioning Manager

Lead Member: Councillor Maynard

Local Member: Countywide service

**BACKGROUND PAPERS:**

Appendix 1: Service profiles

Appendix 2: Consultation Report

Appendix 3: Equality Impact Assessment summary

# Appendix 1

## Contract Details: Community Based Housing Support Services

Service Type	Capacity (as per contract)	Usage 2017 / 18	Annual Budget	Hourly rate	Average cost per client intervention	Previous savings
Home Works	Target is 3,200 clients per annum	102% 3263 clients received support in year.  843 clients who would be eligible could not be prioritised due to lack of capacity	£ 3,305,844	£19.36	£918.00.	£300,000
STEPS Housing Support	Target is 2,500 clients per annum	112% 2,791	£1,352,000	£18.84	£555	none
STEPS Navigator	Target is 1,200 clients per annum	105% 1263	£350,000	£18.84	£317	none





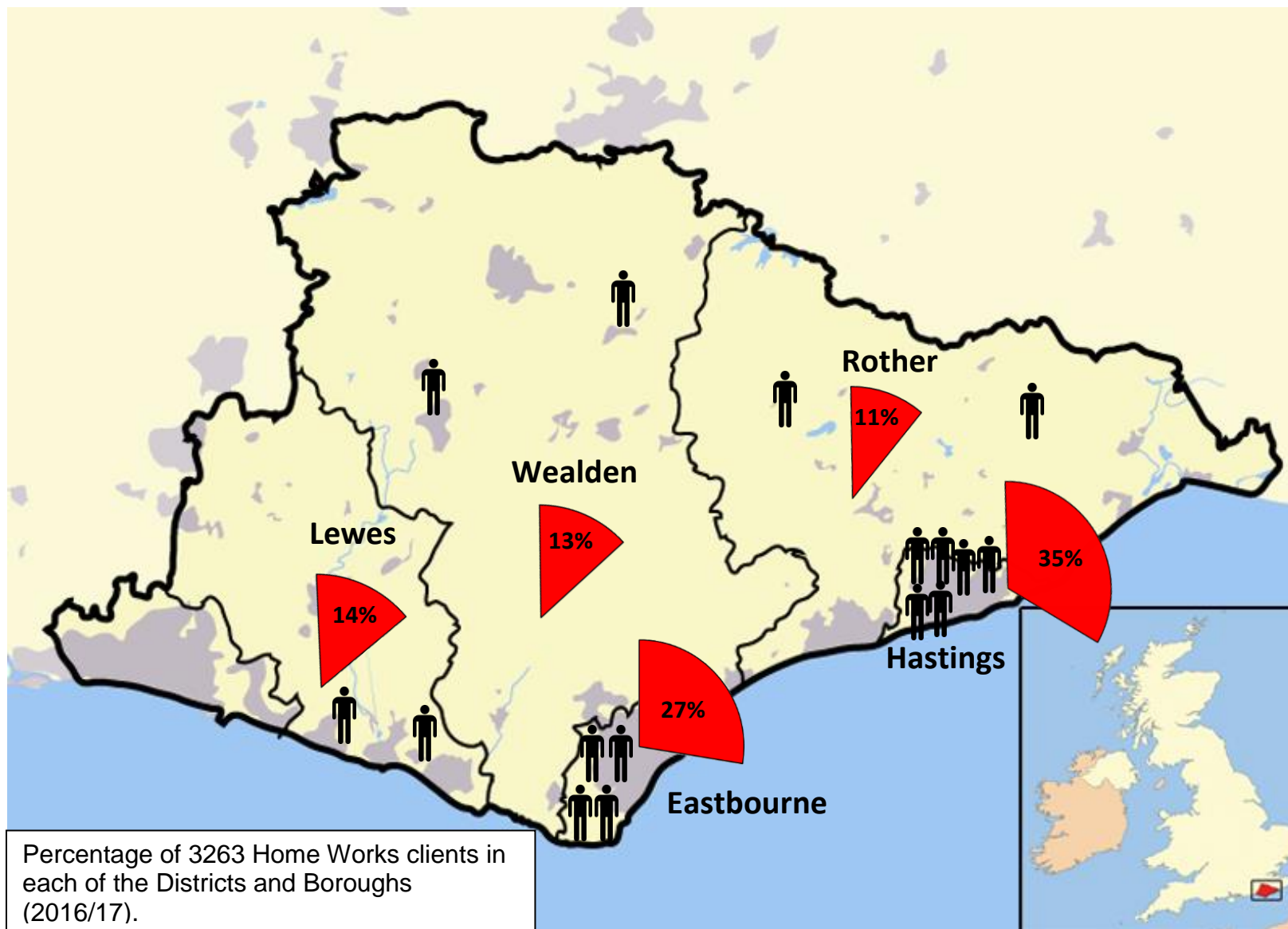
# Community Based Housing Support Services

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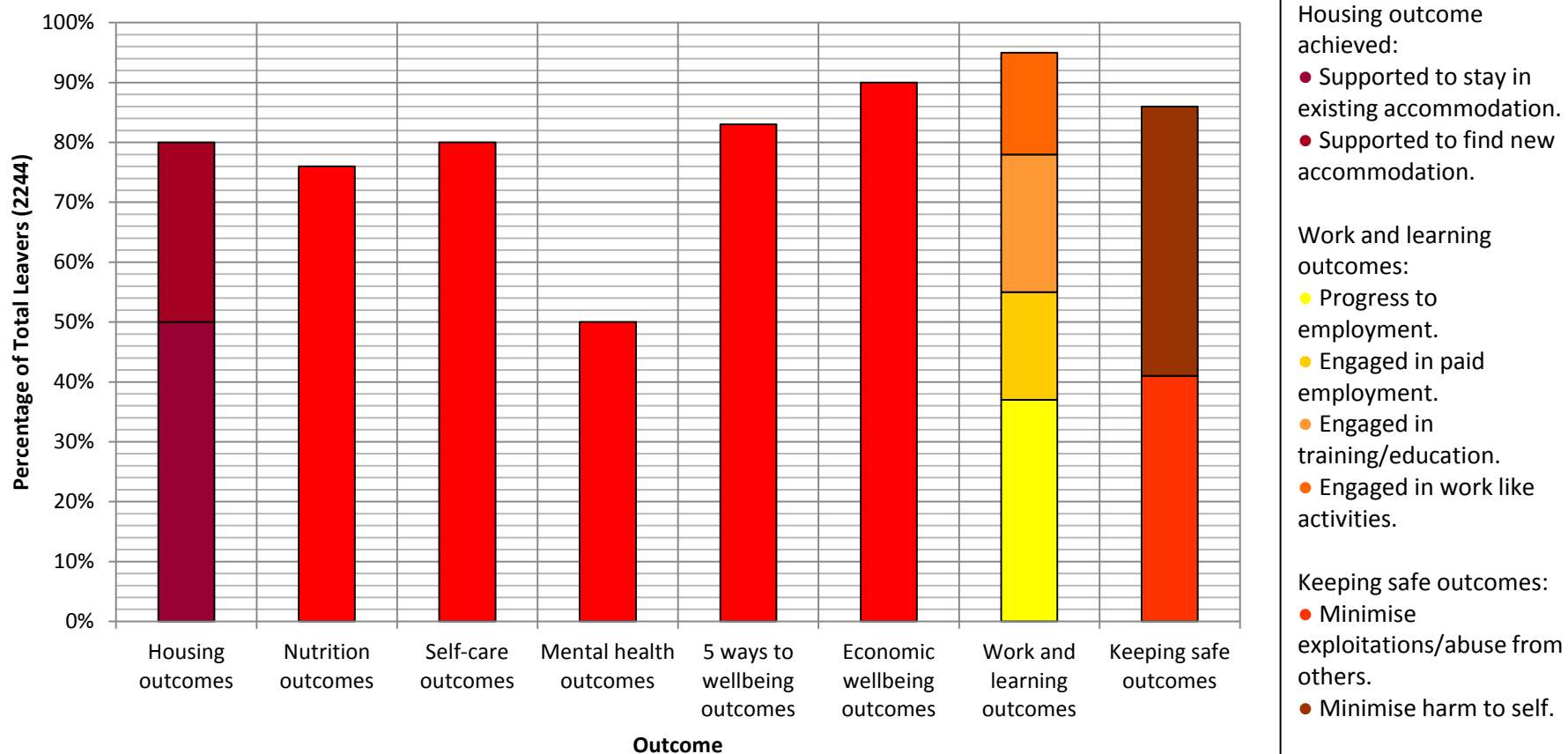
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Map 1: Where do Home Works clients live?



**Chart 1: Wellbeing Outcomes Achieved by Home Works Leavers in 2017/18**



**Table 1: Home Works – Client Profile**

This data refers to 1 April 2016 to 31 March 2017.

<b>Total number of people</b>	<b>3263</b>
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<b>Age</b>	<b>Total number</b>	<b>Percentage</b>
<b>16 - 17</b>	24	0.75%
<b>18 - 24</b>	583	18%
<b>30 - 44</b>	1489	45.5%
<b>45 - 64</b>	1167	35.75%

<b>Gender</b>	<b>Total number</b>	<b>Percentage</b>
<b>Female</b>	1838	56%
<b>Male</b>	1425	44%

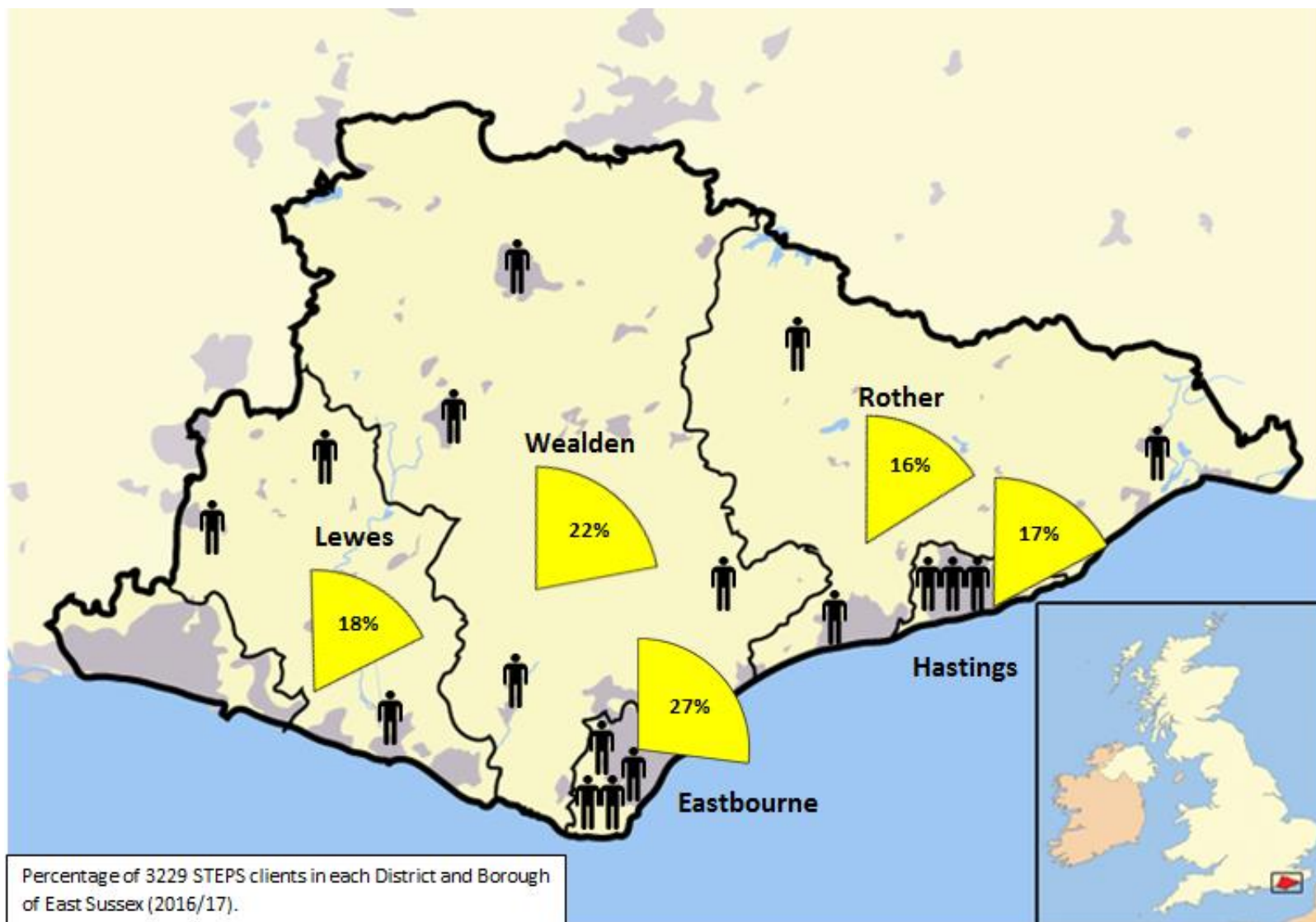
<b>Ethnicity</b>	<b>Total number</b>	<b>Percentage</b>
<b>White British</b>	2785	85%
<b>Black British</b>	80	2.5%
<b>Asian</b>	38	1%
<b>Gypsy/Traveller</b>	17	0.5%
<b>Irish</b>	24	1%
<b>Other</b>	319	10%

<b>Needs</b>	<b>Total number</b>	<b>Percentage</b>
<b>At risk of domestic violence</b>	415	13%
<b>Poor independent living skills</b>	1142	35%
<b>Mental health issues</b>	2081	64%

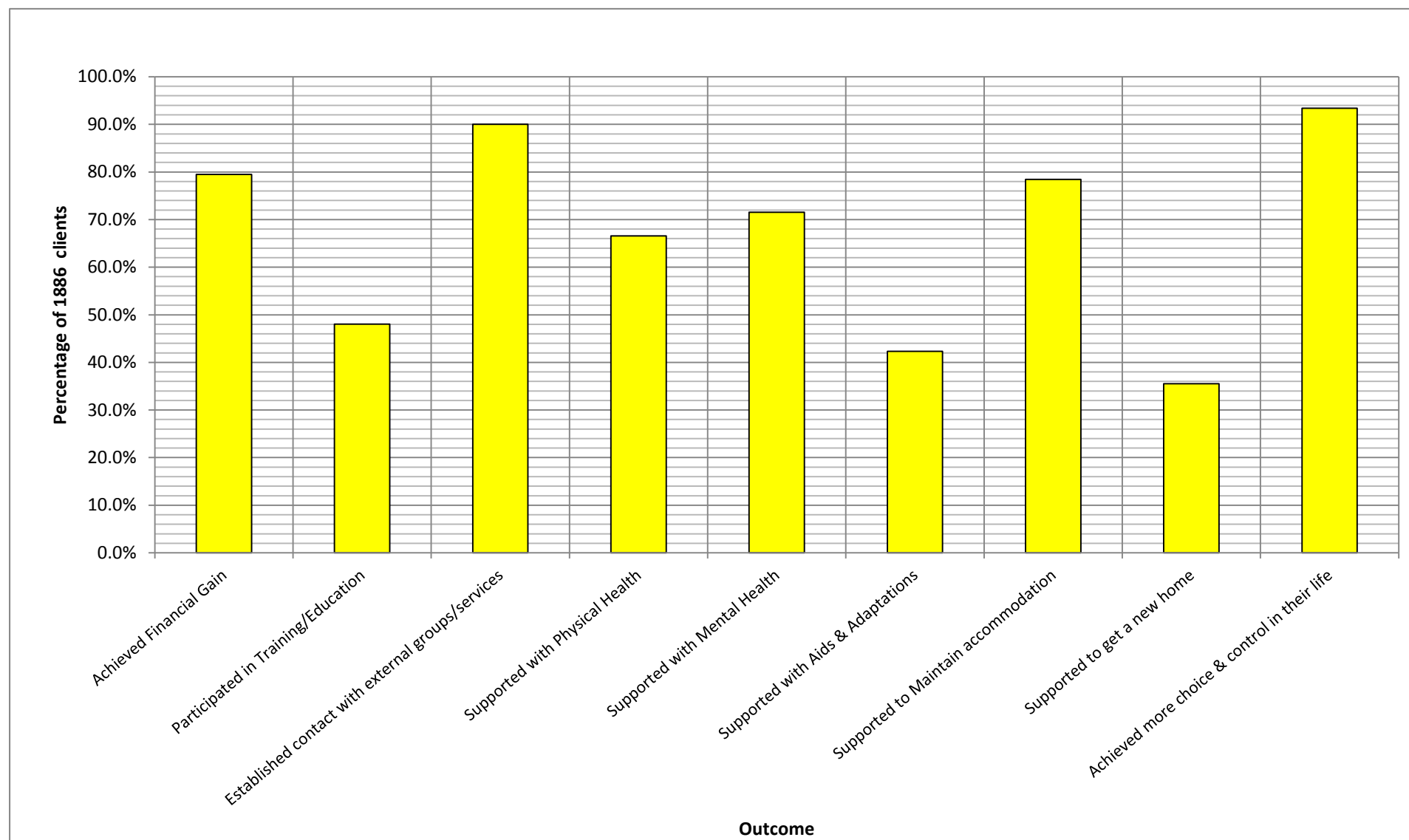
<b>Household Status</b>	<b>Total number</b>	<b>Percentage</b>
<b>One person</b>	1637	50%
<b>Households with Children</b>	1169	36%

<b>Other Information</b>	<b>Total number</b>	<b>Percentage</b>
<b>Long term condition</b>	1331	41%
<b>Is a carer</b>	401	12%
<b>Has a disability</b>	1878	58%

Map 2: Where do STEPS clients live?



**Chart 2: STEPS Housing Support Wellbeing Outcomes Achieved by Leavers in 2016/17**



**Table 2: STEPS Client Profile: Housing Support Service**

This data refers to 1 April 2016 to 31 March 2017.

<b>Total number of people</b>	<b>2040</b>
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<b>Age</b>	<b>Total number</b>	<b>Percentage</b>
Under 65	18	1%
65 – 74	689	34%
75 - 84	785	38%
85+	548	27%

<b>Gender</b>	<b>Total number</b>	<b>Percentage</b>
Female	1182	58%
Male	845	41%
Transgender	13	1%

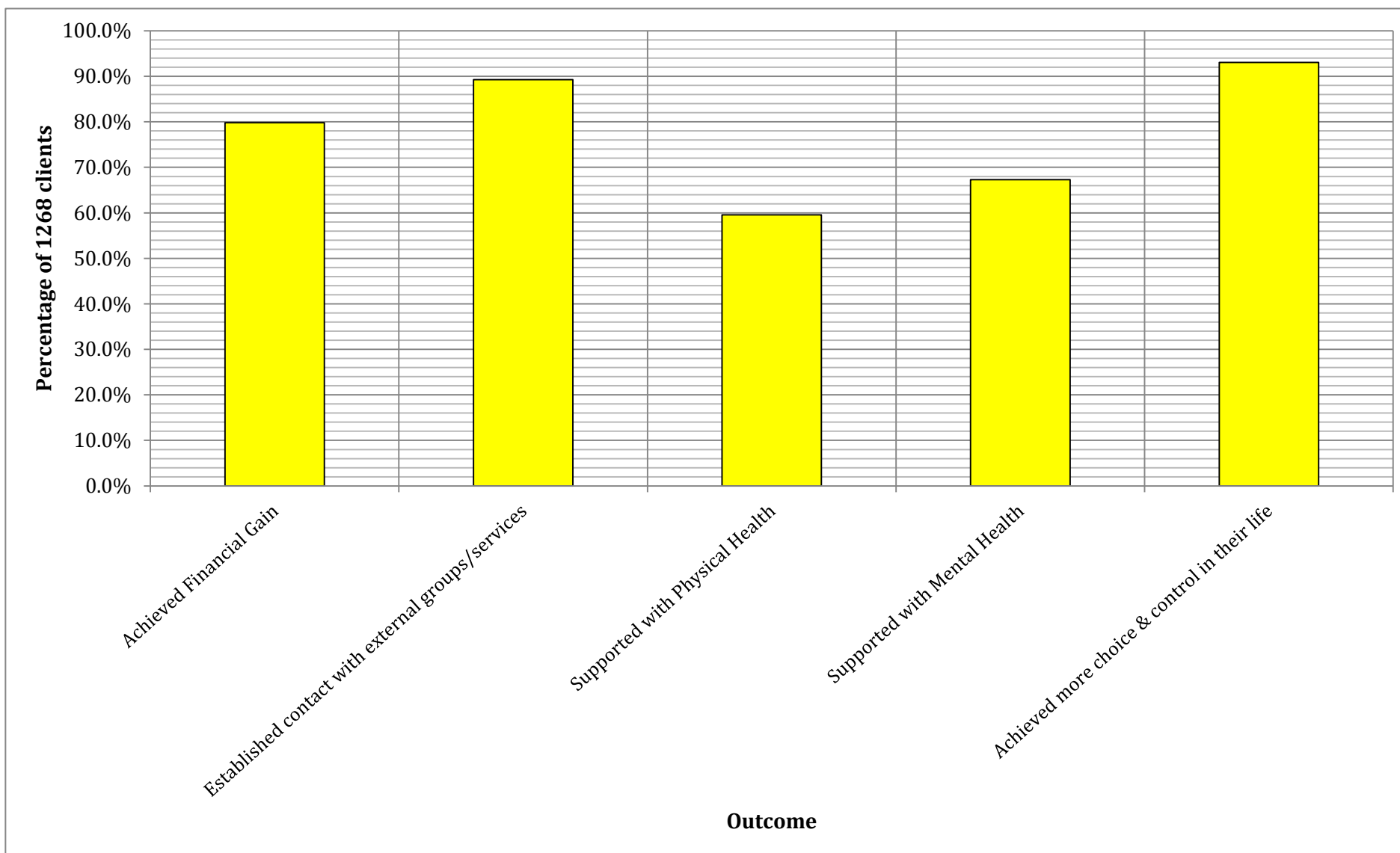
<b>Ethnicity</b>	<b>Total number</b>	<b>Percentage</b>
White British	1894	93%
Black British	13	1%
Asian	20	1%
Irish	18	1%
Other	82	4%

<b>Long Term Condition</b>	<b>Total number</b>	<b>Percentage</b>
Cancer	124	6%
COPD	118	6%
Heart Disease	164	8%
Dementia	134	7%
Diabetes	156	8%
Arthritis	204	10%
Stroke	82	4%

<b>Carer</b>	<b>Total number</b>	<b>Percentage</b>
Has a carer	604	30%
Is a carer	359	18%

<b>Other Information</b>	<b>Total number</b>	<b>Percentage</b>
Ex armed forces	255	13%
Lives alone	1023	51%
Has a disability	1695	83%

**Chart 3: STEPS Navigator Services Wellbeing Outcomes Achieved by Leavers 2016/17**





**Table 3: STEPS Client Profile: Navigator Services**

This data refers to 1 April 2016 to 31 March 2017.

<b>Total number of people</b>	<b>1189</b>
-------------------------------	-------------

Age	Total number	Percentage
18-44	86	7%
45-64	326	27%
65 - 74	196	17%
75 - 84	298	25%
85+	283	24%

Gender	Total number	Percentage
Female	708	60%
Male	479	40%
Transgender	2	0.1%

Ethnicity	Total number	Percentage
White British	1107	93%
Black British	4	0.5%
Asian	9	1%
Irish	10	1%
Other	54	4.5%

Long Term Condition	Total number	Percentage
Cancer	59	5%
COPD	68	6%
Diabetes	85	7%
Arthritis	205	17%
Stroke	63	5%
Heart Disease	98	8%

Carer	Total number	Percentage
Has a carer	483	41%
Is a carer	189	16%

Other Information	Total number	Percentage
Ex armed forces	115	10%
Lives alone	538	45%
Has a disability	1096	92%



# ASC savings consultation 2018

## Community housing support services



**Date:** June 2018

### Document summary

Results from the ASC savings consultation carried out between February and April 2018, focusing on the community housing support services

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## About this document:

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<p><b>Accessibility help</b> Zoom in or out by holding down the Control key and turning the mouse wheel. CTRL and click on the table of contents to navigate. Press CTRL and Home key to return to the top of the document Press Alt-left arrow to return to your previous location.</p>	

## Background

The Council agreed its budget for 2018/19 at its meeting on 6 February. It will see the Council make savings of £17 million. This includes a budget reduction for Adult Social Care and Health of nearly £10 million.

We used the consultation to ask for people's views on how we are proposing to make the savings. Shortly before the consultation launched, the Government announced some extra funding for social care provision. No decisions have been made yet on how the Council will spend the £1.6 million it will receive.

This report is about the savings proposal for the community housing support services. We are proposing to reduce the funding for both these services (Home Works and STEPS).

The Council's Cabinet will consider recommendations, the consultation results and Equality Impact Assessments at its meeting on 26 June. All responses received in the consultation will be presented in Members Papers.

## Summary

This section provides a summary of the key themes and activity from the consultation. You can find the full results in the appendices.

We consulted on our savings proposals for community housing support services between 15 February and 25 April 2018.

## Respondent numbers and response methods

The table below shows the different ways that respondents shared their views. Some people may have taken part more than once.

Method	Volume
Survey for people who use services (Paper and online)	1264
General survey about the savings (Paper and online)	531*
Other feedback (Email, letter, call, video, feedback form)	Indiv direct: 20 Indiv from Home Works: 1030* Org or group: 16
<b>Total responses</b>	<b>2861</b>

\*These totals include a number of surveys or feedback forms without comments where people just supplied some personal details.

**Other activity:** We received a petition calling on the Council not to reduce funding for Home Works which was signed by 388 people.

## Key messages

These key messages reflect the feedback received from organisations, groups and individuals across surveys and other feedback such as emails and letters.

## **General comments about community support services**

- People are unhappy about the proposals and disagree with the idea of cutting funding for these vital services, particularly Home Works.
- People praise the services and staff who deliver them.
- The most vulnerable people would be affected by the proposals.
- The cuts would have a negative impact on people's ability to maintain their accommodation and increase homelessness.
- It is short sighted to cut services that stop people needing more expensive support or becoming homeless.
- It would put pressure on statutory services, particularly social care assessment teams and children's services.
- It would impact on staff, increasing the pressure and stress on them to continue providing the services with reduced funding.
- It would worsen, or cause, mental health issues for people who need support and find they can't get it or it is more limited.
- The Council should save money through more and better integration with local health services instead.
- Organisations suggest working with local housing authorities to redesign the services.

## **Home Works**

- Many people strongly disagree with the proposal to cut the funding for this vital service.
- Cutting the service would affect people's ability to keep or find a home, lead to an increase in homelessness and could put lives at risk.
- Home Works plays an important role helping and supporting people who are struggling with mental health issues.
- People say their life would have been at risk without this service.
- There would be a negative impact on the community if Home Works was cut, through increases in homelessness, anti-social behaviour and crime.
- The level of funding that would be cut is particularly concerning for organisations.
- Organisations say the service works in a practical way with people, helps people to cope, builds resilience, and saves lives.
- The service focuses on crisis intervention and supports the work of many other

statutory and charity services.

- Organisations say the service plays a vital role in helping people to sustain tenancies and move on to permanent accommodation, particularly young people and care leavers.
- The service has already seen cuts and has capacity issues. Further cuts could make it unsustainable.
- Organisations say that cutting the service would make it harder for statutory organisations across the county to meet their duties.
- It would make it harder to reduce homelessness in Hastings, which already suffers from deprivation and high numbers of rough sleepers.
- The top three choices people said they find most helpful about the service are: 1) Liaising with other professionals/services; 2) Creating an action plan with you; and 3) Helping you by doing things when you felt overwhelmed.
- The top three choices people said they find make the biggest difference to living independently were: 1) Support to better manage your mental health and emotional wellbeing; 2) To increase your income; and 3) To find new accommodation.
- If Home Works wasn't available they don't know where they would have gone, as nowhere else offers this sort of support.
- People would be most likely to try and get help from the Citizens Advice Bureau if the service wasn't available.
- Organisations say that the Council should rethink the cut for Home Works or at least make it much smaller than proposed.

## **STEPS**

- The budget shouldn't be reduced because this is a vital service and cutting it would negatively impact on older people.
- Organisations disagree with the proposals to cut this essential service.
- STEPS helps people to access benefits and move to more suitable accommodation.
- Individuals and families would end up in temporary accommodation and it would put people at higher risk of homelessness.
- It would create additional demand and costs for statutory services, including social care, the Police and health services including hospitals and GP surgeries.
- Cutting STEPS would lead to the use of more expensive services and an increase in hospital stays.
- Advice services don't have the capacity to support people in the same practical way as STEPS.



- If STEPS wasn't available they don't know where they would have gone, as nowhere else offers this sort of support. The fact that they come to your home is important to people.
- The top three choices people said they find most helpful about the service are: 1) Meeting them at home; 2) Liaising with other professionals/services; and 3) Giving them phone support between meetings.
- The top three choices people said they find make the biggest difference to living independently were: 1) Support to increase their income; 2) Support to stay in their existing accommodation; and 3) Support to better manage their physical health.
- People would be most likely to try and get help from the Citizens Advice Bureau if the service wasn't available.

## Summary of themes by response method

### Clients and family survey

#### Home Works

*Most helpful things about the service:* Over two thirds of respondents chose the following options: liaising with other professionals/services; creating an action plan with you; helping you by doing things when you felt overwhelmed; giving you support by phone between meetings; helping you to understand how to do things for yourself; helping you to have more choice and control in your life; meeting you at home; and supporting you to attend meetings with professionals/services.

*Biggest difference to living independently:* Over two thirds of respondents chose the following options: support to better manage your mental health and emotional wellbeing; to increase your income; to find new accommodation; and to manage your budget.

*If Home Works hadn't been available where would you have gone:* People said they don't know where they would have gone and that nowhere else offers this sort of support. They said they would have tried the Citizens Advice Bureau. Their life would have been at risk without this support.

*Other comments:* This is a vital service and the budget shouldn't be cut. Cutting the service would lead to an increase in homelessness. People won't be happy if the proposals go ahead and are worried about the impact on people who need this sort of support in future. They praise the service and say the cuts would target the most vulnerable. Cutting Home Works would affect people's ability to find or keep a home.

#### STEPS

*Most helpful things about the service:*

Over two thirds of respondents chose the following options: meeting you at home; liaising with other professionals/services; giving you phone support between meetings; and helping you by doing things when you feel overwhelmed.

*Biggest difference to living independently:* Over two thirds of respondents said the biggest difference was: to increase their income. The next most popular option was support to stay in their existing accommodation (chosen by over half).

*If STEPS hadn't been available where would you have gone:* People said they don't know where they would have gone. Nowhere else offers this sort of support. They would have tried the Citizens Advice Bureau, social care or their family.

*Other comments:* People said the budget shouldn't be reduced and this is a vital service. People are worried about the negative impact on those who need support in the future. They praised the service and said cutting it would negatively impact on older people.

### General survey

#### Views on the proposal

- The most vulnerable people would be affected by the proposals.
- The cuts would have a negative impact on people's ability to maintain their accommodation.
- It would be more expensive in the long-term, as people would become homeless or need to access more expensive statutory or residential services.
- People disagreed with the proposals to cut funding for these vital services or said they are unhappy or angry about the proposal.

- They are concerned or worried about the proposal.
- It is short sighted to cut services that stop people needing more expensive support or becoming homeless.
- There would be a negative impact on the community if Home Works is cut, through increases in homelessness, anti-social behaviour and crime.
- Cutting these services would make people more vulnerable and it would put pressure on statutory services, particularly social care assessment teams.

#### The impact of the proposal

- It would negatively impact on people's ability to maintain their accommodation.
- Statutory organisations would see an increased demand and pressure on services.
- Cutting Home Works funding would increase homelessness.
- The most vulnerable people would be affected and it would put people at risk.
- Cutting STEPS would lead to the use of more expensive services and an increase in hospital stays.
- It would impact on staff, increasing the pressure and stress on them to continue providing the service with reduced funding.
- It would worsen, or cause, mental health issues for people who need support and find they can't get it or it is more limited.
- There would be a community impact from increases in homelessness, anti-social behaviour, and crime.

#### Suggestions

- The Council should do things differently and innovate.
- The Council should lobby the government for more money.
- Raise Council tax and reduce the Council's expenses.
- Save money through more and better integration with local health services.

#### Other comments

- People said they disagreed with the proposals.
- It would be more expensive in the long term.
- Cutting Home Works would lead to an increase in homelessness.

### Other feedback via letter, email etc

#### Organisation and group feedback – Home Works

##### Views on the proposals

- Organisations disagree with the proposed cuts, particularly the amount that funding would be reduced by.
- This is a crisis intervention service that supports the work of many statutory services and charitable organisations by working with vulnerable people in a practical way.
- Organisations which refer to the service have seen the positive outcomes it helps people to achieve.
- The service saves lives, provides essential support and helps people to cope with major changes, build their resilience and look to the future.
- It plays a vital role in helping people to move on and sustain tenancies, particularly young people and care leavers.
- The service has already seen cuts and already has capacity issues.

##### The impact of the proposal

- The cuts would not be easily achieved and could make the current service

unsustainable.

- If it was cut, it would create service pressures and additional costs for all statutory service providers and make it harder for them to meet statutory duties.
- It would impact on vulnerable people and children, increasing their personal safety risks, putting them at high risk of homelessness, and increasing preventable deaths.
- It would make it harder to reduce homelessness in Hastings, which already suffers from deprivation and high numbers of rough sleepers.

#### Suggestions

- Work with local housing authorities to redesign the service and focus on those with the most urgent housing situations, those to whom local authorities have statutory homelessness duties, and deliver life skills to prevent the need for repeat support.

### **Organisation and group feedback – STEPS**

#### Views on the proposal

- Organisations disagree with the proposal and are concerned about cuts to a service which supports vulnerable residents.
- The service provides essential support and helps people to cope with major changes and build their resilience.
- Advice services don't have the capacity to support people in the same practical way as STEPS.

#### The impacts of the proposal

- Individuals and families would end up in temporary accommodation and it would put people at higher risk of homelessness.
- It would create additional demand and costs for statutory services, including social care, children's services, the Police and health services including hospitals and GP surgeries.

#### Suggestions

- Work with local housing authorities to redesign the service and focus on those with the most urgent housing situations, those to whom local authorities have statutory homelessness duties, and deliver life skills to prevent the need for repeat support.

### **Individual feedback (both services)**

#### Views on the proposals

- People disagree with the proposals and the impact they would have on vulnerable people, particularly the Home Works proposals.
- The cuts won't save money, as people would just need more support from other services and reach crisis more quickly.
- People value the services and praise the staff who deliver them.
- The services help in so many different ways and people like the home visits.
- Home Works plays an important role helping and supporting people who are struggling with mental health issues.
- STEPS helps people to access benefits and move to more suitable accommodation.
- It makes no sense to take away this vital service (Home Works) from the most vulnerable, and could put lives at risk.

#### The impact of the proposals

- People would lose the opportunity to be supported to change their life and make things better if the services weren't available.
- It would mean more people sleeping on the streets, turning to crime and put more

strain on hospitals if Home Works was cut.

#### Suggestions

- Rethink the cut for Home Works or at least make it much smaller.

### Sample quotes

These comments are a small selection of the comments we received during the consultation. They have been chosen as they either reflect the key themes or offer a specific suggestion.

#### Organisation comments

"[The Practice has] grave concerns about the proposed 50% cuts to Home Works' funding. It is much more than just a homeless prevention service and offers a vital community resource helping build resilience, self-manage complex housing, health, social and financial issues and it is an essential component of our community."

"We give small financial help towards rental deposits, but Home Works do the 'lion's share' of the work, by coming alongside vulnerable people to befriend and guide them, sourcing funds and giving positive support at point of need and in follow up support."

"Referrals to Home Works of both care leavers and homeless young people 18-25 remain stubbornly high, those for care leavers alone having increased by 10% since last year... Withdrawal of such support is likely to increase vulnerability and lead to more homeless presentations at a time when rough sleeping has increased for the seventh consecutive year and by 15% since last year."

"The proposal [re Home Works] does not recognise the immediate impact on demand for care services likely to arise from the radical loss of service which the proposed reduction would entail. A majority of service users are referred directly to Home Works by statutory sector agencies – including health and social care authorities. Most are already in crisis at the time of referral."

"Nationally there is increasing recognition of the gap in provision for people experiencing poor mental health. Community based services [like Home Works] play a key role working with some of the most vulnerable people, many of whom have multiple and complex needs."

"Home Works and STEPS are able to work with people in the community and in their homes. This also enables the support workers to pick up on other issues that could be impacting on the person's ability to manage their housing."

"Unfortunately in the current economic climate support service provision both statutory and voluntary is very low and there are no alternative services where people could be referred to for help if the service wasn't available in its current format."

"[STEPS] plays a key role reducing demand for these at present with many of our customers continuing to live independently despite significant health problems rather than requiring care."

#### Individual comments including clients, carers, staff and the public

"There is already a housing crisis across the UK, including East Sussex, and cuts like this will undoubtedly cause it, and its demand on services, to increase dramatically. Cuts like this are the definition of short term-ism."

"Helped me find a home and sort out my UC claim, which enabled me to find a job and start to get my life back on track."

"Nowhere, tried CAB and they were useless. Had nowhere else to go and then my doctor got me in touch with STEPS they're the only ones who helped. They should get more money not less."

“Social workers used to do this work for people with mental health issues. No one else does. Without it (targeted work for those that need it the most) people don’t act for their basic needs and then need higher input. “

“I myself have benefited from this service and was able to stay in my old property for longer as a result. I was in a vulnerable position and needed practical support and advice which I received from this service. Not only was the service helpful to me but it also meant that I could sustain a home for my young child.”

“It’s crucial for those that need it the most. They may take on more than they should despite supervision but that’s because all other agencies are at breaking point and they fill the gaps. Cuts in this area may cause costs to rise elsewhere.”

“[Stroke survivors] have been enabled to either stay in their homes through the advocacy of their [STEPS] key workers, or have been supported to find alternative housing (e.g. after a relationship breakdown). Other clients ... have been helped to find alternative support and ways to manage [financial correspondence] in the longer term.”

“There’s no other non-statutory service that will visit people in their own home and be flexible in order to support you. [T]he support [Home Works] gave me has saved my life.”

“With changes and cuts to other services, it would be crazy to cut Home Works because people will need greater support for direction to other services. Home Works is the compass on a ship without it there is no direction.”

“I have found her support to be valuable and indeed has probably ensured both my wellbeing and any deterioration in my mental health. Am I right in saying that potentially without the support of [Home Works] in assisting to maintain my independence, my cost to the county council will likely to be even greater?”

“With their coaching skills, I have managed to remain in my property and this help has been valuable. If you make cuts and Home Works cannot offer the service you will see more homeless people on the streets.”

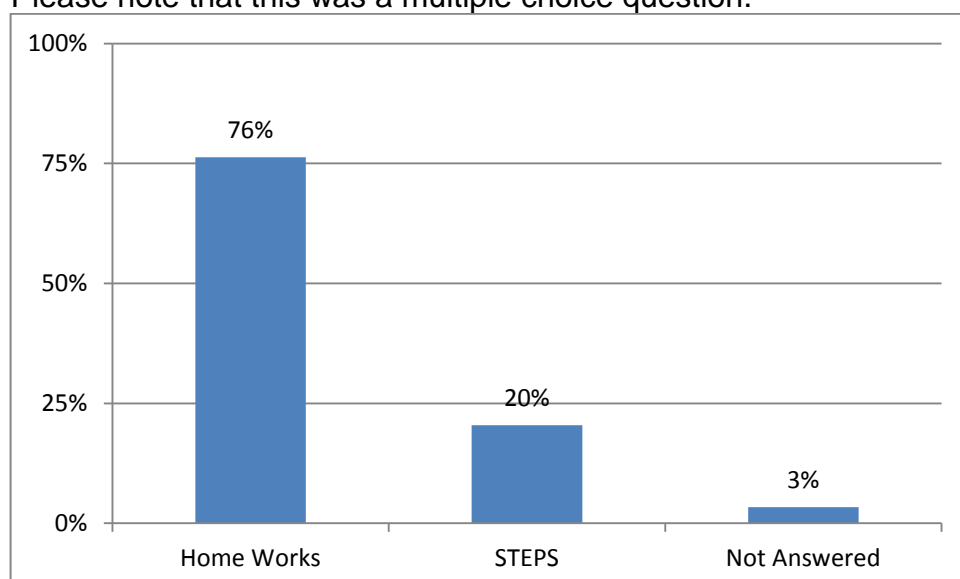
“I would have had to stay in a property that I could not access and was not suitable for my health needs. I was at risk of harm from neighbours before I moved [with STEPS’ help].”

“Reducing funding will reduce the service. Retired people with disabilities need face to face help to enable us to access benefits + services and have a good quality of life.”

## Appendix 1: Client and family survey

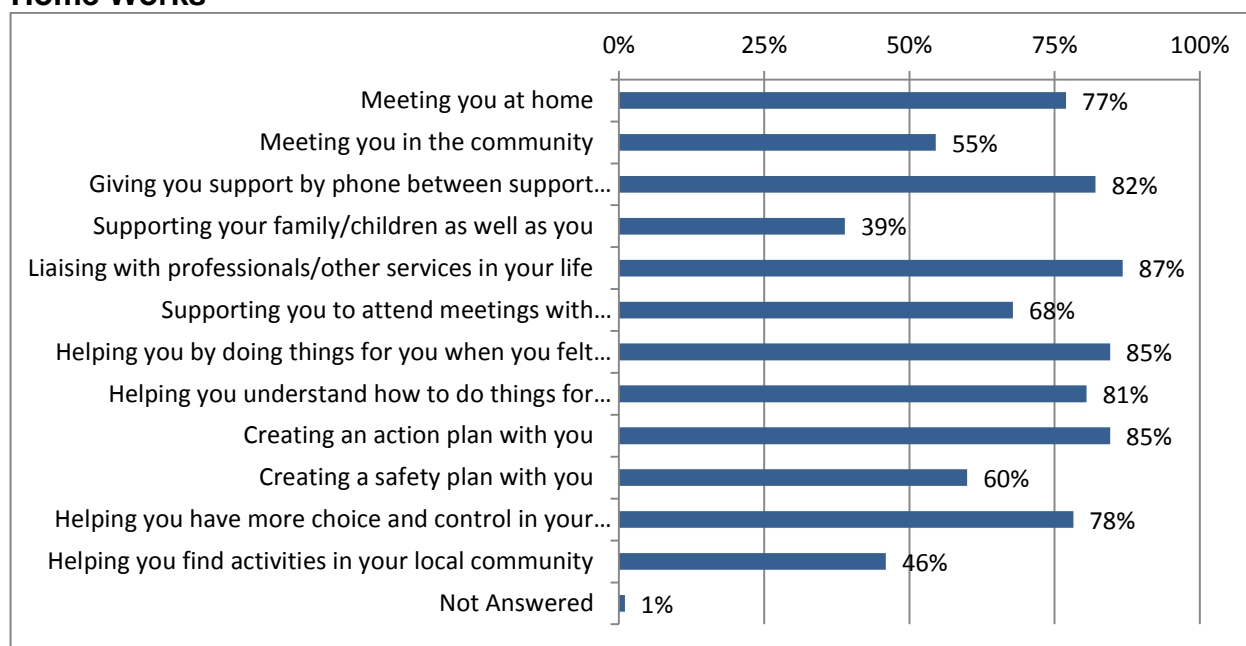
### Which service are you, or someone in your family, using or have used in the past?

Please note that this was a multiple choice question.



## What have you found most helpful about the service?

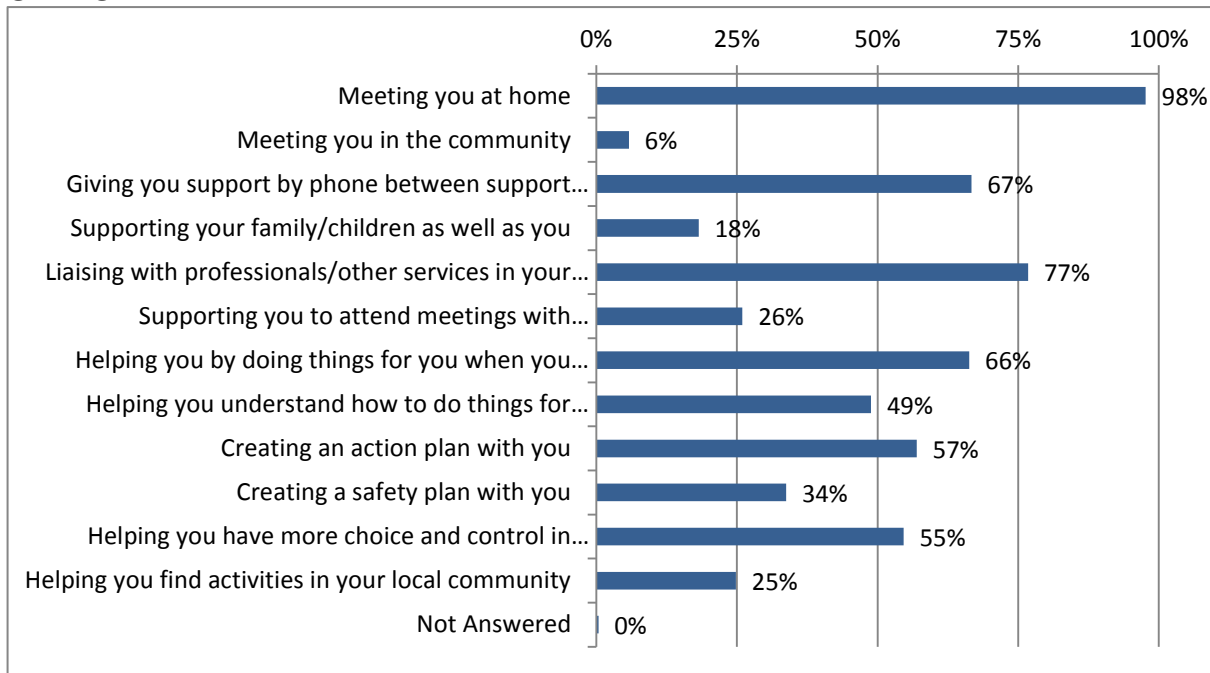
### Home Works



We asked people if anything was missing from the list. The key themes people added for Home Works were:

- General praise for the service.
- It helped them to find a home.
- Praise for their support worker.
- The service offered them emotional support when they needed it.
- It helped them with their people skills.
- That the service and their worker made time for them.
- It helped by providing reassurance.
- It helped them to access funds.
- It helped put them in a position to get their life back on track.
- The service increased their confidence.
- Their worker helped them to complete forms and paperwork.
- The service provided knowledgeable advice.
- It referred them to another agency.

## STEPS



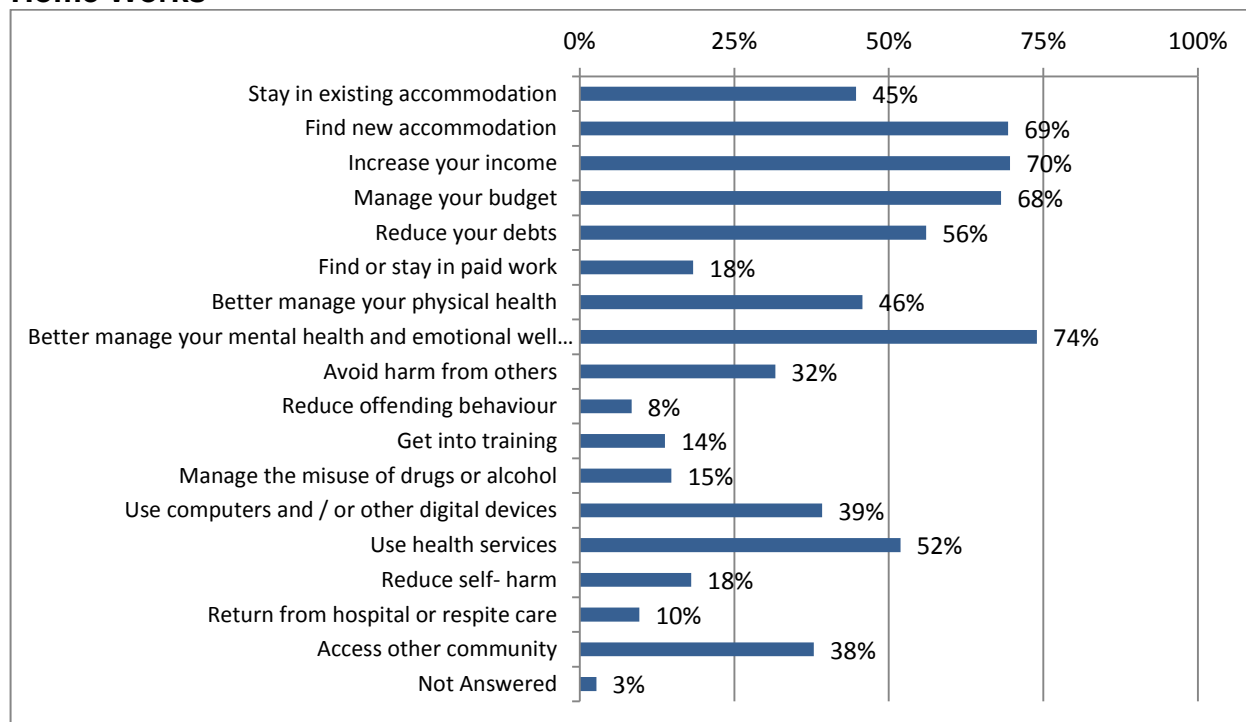
We asked people if anything was missing from the list. The key themes people added for STEPS were:

- Help with filling in forms.
- Praise for their support worker.
- Providing knowledge advice.
- Praise for the service.
- Benefits advice.
- Referring them to another agency.
- Support with practical tasks.



## Which of the following areas of support have made the biggest difference to helping you live independently?

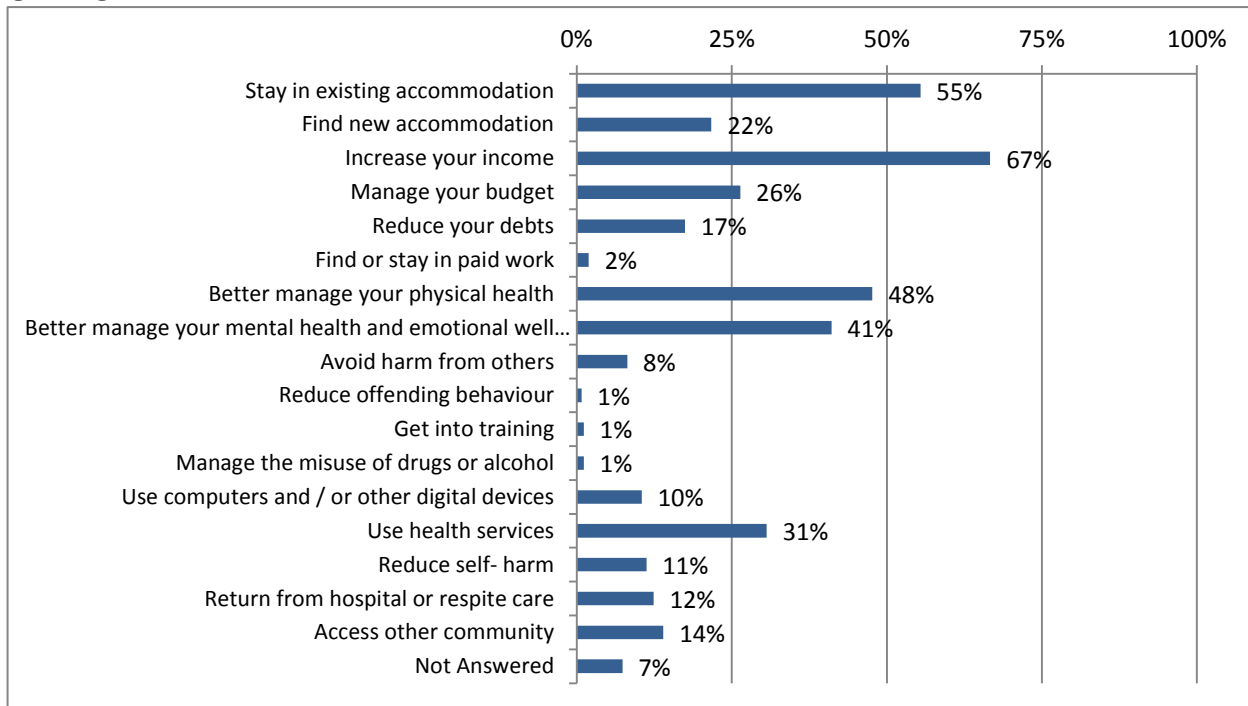
### Home Works



We asked people if anything was missing from the list. The key themes people added for Home Works were:

- The service offered practical support.
- Signposting to other services.
- Help to move on from being homeless.
- Praise for the service.
- Non-judgmental support from workers.
- Signposting and support regarding benefits.

## STEPS



We asked people if anything was missing from the list. The key themes people added for STEPS were:

- Financial support.
- Practical support.
- Help with accessing practical support.
- Signposting to other services.

**If Home Works or STEPS had not been available when you needed them, where would you have gone for help and support?**

### Home Works (933 answered)

**Top theme:** People said they don't know where they would have gone and that nowhere else offers this sort of support.

The other key themes were:

- They said they would have tried the Citizens Advice Bureau.
- Their life would have been at risk without this support.
- They would have tried their local Council.
- They praised the service and its staff.
- They could, or would have been homeless.
- They would have been at risk of losing their home.
- They would have tried their family to see if they could help.
- They would try social services for help.
- They would try their GP.
- Without the help of the service they would still be homeless.

## **STEPS (222 answered)**

**Top theme:** People said they don't know where they would have gone.

The other key themes were:

- Nowhere else offers this sort of support.
- They would have tried the Citizens Advice Bureau.
- They would have tried social services.
- They would have tried their family to see if they could help.
- They praised the service.
- They couldn't cope without the service.
- They would have tried Age UK.
- They would have tried their GP.
- They come to your home which is important to people.
- They offered praise for staff.

**Do you have anything else you would like to say about the proposal to reduce funding for these services?**

## **Home Works**

105 people ticked 'No', while 762 ticked 'Yes'.

**Top theme:** People said the budget shouldn't be cut and this is a vital service.

The other key themes were:

- Cutting the service would lead to an increase in homelessness.
- They won't be happy if the proposals go ahead.
- People are worried about the negative impact on people who need support in the future.
- They offered praise for the service.
- These cuts are targeting the most vulnerable.
- The proposal to cut the funding for the service is ridiculous/silly/awful.
- It would affect people's ability to find or keep a home.
- The service provided them with assistance with money or bills.
- They were worried about how their use of the service would be affected.
- They praised the team and staff who provide the service.
- Cutting the service is likely to worsen or cause mental health issues.
- If the service is reduced or isn't available it would have a negative impact on the health of people who have support or need it.
- The service is the only or main contact they have.
- The service needs more funding not less.
- Cutting the service would lead to a spike in demand for other services.
- Cutting the service would impact on families and carers of people who need help.

## **STEPS**

37 people ticked 'No', while 169 ticked 'Yes'.

**Top theme:** People said the budget shouldn't be reduced and this is a vital service.

The other key themes were:

- People are worried about the negative impact on people who need support in the future.
- Cutting the service would negatively impact on older people.
- They praised for the service.
- They are worried about how their use of the service would be affected.
- They would not be happy if the proposal went ahead.
- Cuts are targeting/affecting the most vulnerable.

- They praised the team and staff.
- Cuts would lead to demand for other services.
- They found the service helpful.
- The service's role in signposting people is important.

## About you questions

### Gender

	Respondents		Census
Male	508	40%	48%
Female	684	54%	52%
Prefer not to say	5	0%	N/A
Not answered	67	5%	N/A

### Transgender

9 people identified as transgender, while 1030 (81%) answered 'no' and 13 chose prefer not to say. The rest (212) did not answer the question.

### Age

	Respondents		Census
under 18	0	0%	19.8%
18-24	99	8%	7.3%
25-34	193	15%	9.6%
35-44	181	14%	12.5%
45-54	244	19%	14.2%
55-59	106	8%	6.3%
60-64	71	6%	7.5%
65-74	86	7%	11.2%
75+	158	13%	11.6%
Not answered	126	10%	N/A

## Ethnicity

	Respondents		Census
White British	1041	82%	98%
White Irish	17	1%	
White Gypsy/Roma	3	0.2%	
White Irish Traveller	1	0.1%	
White other	32	3%	
Mixed White and Black Caribbean	27	2%	0.5%
Mixed White and Black African	1	0.1%	
Mixed White and Asian	3	0.2%	
Mixed other	5	0.4%	
Asian or Asian British Indian	4	0.3%	0.6%
Asian or Asian British Pakistani	6	0.5%	
Asian or Asian British Bangladeshi	6	0.5%	
Asian or Asian British other	5	0.4%	
Black or Black British Caribbean	3	0.2%	0.3%
Black or Black British African	9	1%	
Black or Black British other	9	1%	
Arab	4	0.3%	0.3%
Chinese	2	0.2%	
Other ethnic group	4	0.3%	
Prefer not to say	6	0.5%	N/A
Not Answered	76	6%	n/a

## Disability

682 (54%) respondents consider themselves to be disabled, while 465 (37%) don't and 43 chose prefer not to say. The rest (74) did not answer the question.

### Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	233	18%
Sensory impairment (hearing and sight)	37	3%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	201	16%
Mental health condition	479	38%
Learning disability	61	5%
Other	9	1%
Prefer not to say	9	1%

## Religion

225 (18%) respondents consider themselves to have a religion or belief, while 593 (47%) do not, and 37 chose prefer not to say. The rest (409) did not answer the question.

### Stated religion or belief

	Respondents		Census
Christian	191	15%	60%
Buddhist	10	1%	0.4%
Hindu	0	0%	0.3%
Jewish	3	0%	0.2%
Muslim	18	1%	0.8%
Sikh	1	0%	0%
Other	13	1%	0.7%
Not answered	1028	81%	

## Sexuality

	Respondents	
Bi/Bisexual	19	2%
Heterosexual/Straight	758	60%
Gay woman/Lesbian	11	1%
Gay Man	11	1%
Other	9	1%
Prefer not to say	49	4%
Not answered	407	32%

## Marriage or civil partnership

130 (10%) respondents are married or in a civil partnership, while 706 (56%) are not and 21 chose prefer not to say. The rest (407) did not answer the question.

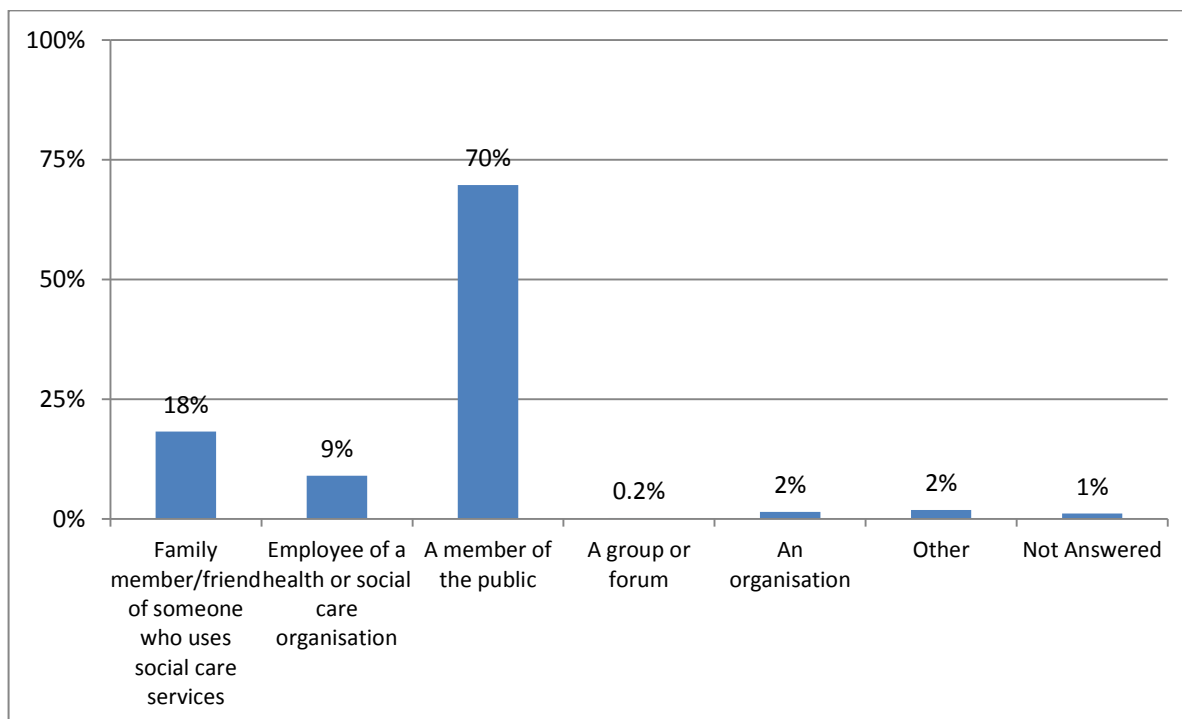
## Appendix 2: General survey

All the data in this section shows responses for people who ticked to say that they were providing a comment about this savings area (531 people) and not everyone who filled in the general survey (over 700 people).

Please note that there were quite a number of surveys about the community housing support services where the respondent only answered general questions and didn't include any comments. We assume these people wanted to disagree with the proposed savings, but we don't know for certain.

### Are you completing the survey as: (531 answered)

Please note people could choose more than one answer option.



### If you are providing an official organisation or group response, please tell us your:

The following organisations and groups provided a response through the survey:

- East Sussex Families & Carers Team
- Sussex Community Development Association
- The Portal, cgl
- Children Centre Keywork
- ESHT health visiting team
- Optivo
- Hastings Foodbank
- Rother District Council
- Station Plaza GP Surgery

### What do you think about our savings proposals? (153 answered)

**Top theme:** People said that the most vulnerable people would be affected by the proposals. The other key themes were:

- They said the cuts would have a negative impact on people's ability to maintain their accommodation.
- They disagreed with the proposals to cut funding for these vital services.



- It would be more expensive in the long term, as people would become homeless or need to access more expensive statutory or residential services.
- They talked about the benefits people receive from using the two services.
- They are unhappy or angry about the proposal.
- They are concerned or worried about the proposal.
- They think the cuts to Home Works funding would lead to increases in homelessness.
- They believe it is short sighted to cut services that stop people needing more expensive support or becoming homeless.
- There would be a negative impact on the community if Home Works is cut, through increases in homelessness, anti-social behaviour and crime.
- It would lead to the use of more expensive services and hospital stays.
- Cutting these services would make people more vulnerable.
- It would put pressure on statutory services, particularly social care assessment teams.

### How would people and organisations be affected by the proposals? (136 answered)

**Top theme:** It would negatively impact on people's ability to maintain their accommodation.  
The other key themes were:

- Statutory organisations would see an increased demand and pressure on services.
- Cutting Home Works funding would increase homelessness.
- The most vulnerable people would be affected and it would put people at risk.
- It would put people at risk if services were reduced.
- They talked about the benefits people receive from using the service.
- Services and charities are already stretched.
- It would worsen, or cause, mental health issues for people who need support and find they can't get it or it is more limited.
- Financial support would be harder to access.
- It would impact on staff, increasing the pressure and stress on them to continue providing the service with reduced funding.
- Cutting STEPS would lead to the use of more expensive services and an increase in hospital stays.
- There would be a community impact from increases in homelessness, anti-social behaviour, and crime.
- It would impact on jobs in the county.
- It would lead to an increase in crime levels.
- Cutting these vital services would shorten lives as people are left without support at a time of crisis.

### Do you have any suggestions for alternative ways of making the savings? (112 answered)

**Top theme:** People made a suggestion about national government funding and spending.  
The other key themes were:

- The Council should do things differently and innovate.
- Lobby the government for more money.
- Raise Council tax and reduce the Council's expenses.
- They disagree with the savings and say it would be more expensive in the long term.
- Save money through more and better integration with local health services.

### Do you have any other comments about the proposals?

77 people ticked 'No', while 48 ticked 'Yes'.

**Top theme:** People said they disagreed with the proposals.

The other key themes were:

- It would be more expensive in the long term.
- It would impact on the community.
- It would lead to an increase in homelessness.
- There is a need for this service.

## About you questions

There original PDF for this survey was missing the second page of the about you questions. Although the website version was updated, many of the written responses that we received used the original version. Questions that have been affected are noted in the text.

### Gender

	Respondents		Census
Male	163	31%	48%
Female	333	63%	52%
Prefer not to say	28	5%	N/A
Not answered	7	1%	N/A

### Transgender

2 people identified as transgender, while 463 (87%) answered 'no' and 30 chose prefer not to say. The rest (36) did not answer the question.

**Age**

	Respondents		Census
under 18	1	0.2%	19.8%
18-24	65	12%	7.3%
25-34	113	21%	9.6%
35-44	79	15%	12.5%
45-54	67	13%	14.2%
55-59	33	6%	6.3%
60-64	23	4%	7.5%
65-74	18	3%	11.2%
75+	3	1%	11.6%
Not answered	129	24%	N/A

## Ethnicity

	Respondents		Census
White British	409	77%	98%
White Irish	44	8%	
White Gypsy/Roma	1	0.2%	
White Irish Traveller	0	0%	
White other	13	2%	
Mixed White and Black Caribbean	3	1%	0.5%
Mixed White and Black African	0	0%	
Mixed White and Asian	2	0.4%	
Mixed other	4	1%	
Asian or Asian British Indian	3	1%	0.6%
Asian or Asian British Pakistani	0	0%	
Asian or Asian British Bangladeshi	0	0%	
Asian or Asian British other	0	0%	
Black or Black British Caribbean	0	0%	0.3%
Black or Black British African	0	0%	
Black or Black British other	0	0%	
Arab	0	0%	0.3%
Chinese	0	0%	
Other ethnic group	4	1%	
Prefer not to say	26	5%	N/A
Not Answered	22	4%	n/a

## Disability

39 (7%) respondents consider themselves to be disabled, while 449 (85%) don't and 30 chose prefer not to say. The rest (13) did not answer the question.

### Impairment type

Please note that this is a multiple choice question.

	Respondents	
Physical impairment	6	1%
Sensory impairment (hearing and sight)	1	0.2%
Long standing illness or health condition, such as cancer, HIV, heart disease, diabetes or epilepsy	10	2%
Mental health condition	6	1%
Learning disability	3	1%
Other	0	0%
Prefer not to say	2	0.4%

## Religion

38 (7%) respondents consider themselves to have a religion or belief, while 77 (15%) do not, and 8 chose prefer not to say. The rest (408) did not answer the question, some due to the issues with the PDF version of the survey.

### Stated religion or belief

(Some people did not answer due to the issues with the PDF version of the survey.)

	Respondents		Census
Christian	33	6%	60%
Buddhist	1	0.2%	0.4%
Hindu	0	0%	0.3%
Jewish	1	0.2%	0.2%
Muslim	0	0%	0.8%
Sikh	0	0%	0%
Other	3	0.6%	0.7%
Not answered	493	93%	N/A

## Sexuality

(Some people did not answer due to the issues with the PDF version of the survey.)

	Respondents	
Bi/Bisexual	2	0.4%
Heterosexual/Straight	99	19%
Gay woman/Lesbian	3	1%
Gay Man	2	0.4%
Other	1	0.2%
Prefer not to say	14	3%
Not answered	410	77%

## Marriage or civil partnership

61 (12%) respondents are married or in a civil partnership, while 48 (9%) are not and 12 chose prefer not to say. The rest (410) did not answer the question, some due to the issues with the PDF version of the survey..

The map shows the location of respondents who provided their post code on one of the surveys (client and general). Of the 1613 people who shared their views about these proposals and provided their post code, a total of the post codes 1371 were mappable.

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*Note: points may represent multiple addresses at the same postcode*

## **Appendix 4: Other feedback**

### **Organisation and group feedback**

The following organisations provided feedback about proposals:

- 1) Children's Services (ESCC)
- 2) East Sussex Advice Partnership
- 3) Eastbourne Borough Council
- 4) Hastings & St Leonards Local Strategic Partnership
- 5) Hastings and District TUC
- 6) Home Works Clients
- 7) Home Works events
- 8) Hope Kitchen
- 9) Lewes District Churches HOMELINK
- 10) Lewes District Council
- 11) Rother District Council
- 12) Southdown Housing Association (x 2)
- 13) Speak Up Forum
- 14) Station Practice
- 15) Wealden District Council
- 16) Youth Homelessness Operational Groups

### **Key themes – Home Works**

The overall themes were:

- They generally disagree with the proposal to cut funding for this service and particularly the level of cuts it is facing.
- They recognise the difficult decisions the Council has to make.
- It is not a preventative service, as many of the people it supports are already in crisis and in this way the service reduces the need for more expensive interventions.
- The service helps local housing authorities to meet their increased legal responsibilities.
- Organisations which have referred people to the service, such as GPs surgeries and charities, have seen the positive impact and outcomes the service helps people to achieve.
- The service saves lives, provides essential support and helps people to cope with major changes, build their resilience and look to the future.
- The provider says that evidence indicates that the service plays a crucial role in cases where other services cannot deal with the whole range of complex and inter-related problems individuals are facing.
- The service plays a vital role in helping young people and care leavers to move on and sustain tenancies.

The key concerns were:

- They are concerned about the cuts to this service, which supports the most vulnerable people, many of whom would struggle to engage with statutory services.
- Advice services don't have the capacity to support people in the same practical way as Home Works.
- Organisations which work with Home Works and refer people to the service are concerned about the service reducing and being able to help fewer people.
- Service provision is already limited and there are no alternative services if this one is reduced or cut.



- The service already has to turn people away due to capacity issues, so any further cuts would exacerbate the problem.
- They are concerned that the impact on Children's Services has not been properly considered.

The key impacts were:

- If the cuts go ahead, it would not be possible to simply reduce the service, due to previous cuts and fixed costs such as overheads.
- The cuts could make the current service unsustainable.
- Cuts would create service pressures for social care, children's services, housing and health services.
- If the proposals went ahead they would have a negative impact on a lot of vulnerable people who use the service and might need to use it in future.
- The proposed cuts would put people at higher risk of homelessness due to not being able to access timely support.
- Families and individuals would end up in temporary accommodation or without accommodation available to them at all.
- It would impact on Children's Services' ability to meet its statutory duties.
- It would have a negative impact on care leavers' ability to access support services.
- It would increase the personal safety risks to vulnerable people and children and increase the number of preventable deaths.
- It would make it harder to reduce homelessness in Hastings, which already suffers from deprivation and high numbers of rough sleepers.

Suggestions:

- The Council should work with districts and boroughs to redesign these services. For example, offering one service rather than two.
- Any redesigned service should focus on those with the most urgent housing situations, those to whom local authorities have statutory homelessness duties, and deliver life skills to prevent the need for repeat support.

### **Key themes – STEPS**

The overall themes were:

- People disagree with the proposed reduction in funding for the service.
- The service provides essential support and helps people to cope with major changes and build their resilience.

The key concerns were:

- Advice services don't have the capacity to support people in the same practical way as STEPS.
- They are concerned about the cuts to this service, which supports the most vulnerable residents, many of whom would struggle to engage with statutory services.
- Service provision is already limited and there are no alternative services if these ones are reduced or cut.

The key impacts were:

- The proposed cuts would put people at higher risk of homelessness due to not being able to access timely support.
- Families and individuals would end up in temporary accommodation or without accommodation available to them at all.
- Cuts would create additional demand and costs for statutory services, including social care, the Police and health services including hospitals and GP surgeries.

Suggestions:

- The Council should work with districts and boroughs to redesign these services, for example, offering one service rather than two.
- Any redesigned service should focus on those with the most urgent housing situations, those to whom local authorities have statutory homelessness duties, and deliver life skills to prevent the need for repeat support.

## Responses

Please note that the summaries cover all topics that the organisations have provided feedback on and not just the ones directly relevant to this report.

Code: Org0001	Before consultation started	Email	Speak Up Forum
<input type="checkbox"/> HIV support service	<input type="checkbox"/> Carers support	<input type="checkbox"/> DESSS	<input type="checkbox"/> Intermediate care and day services (Milton and Firwood)
<input checked="" type="checkbox"/> Overall	<input type="checkbox"/> Older people's day centres	<input type="checkbox"/> Supporting people (accommodation)	<input checked="" type="checkbox"/> Supporting People (Community)
			<input type="checkbox"/> LD dps & residential
			<input type="checkbox"/> Stroke Recovery Service
<b>Summary</b>			
<ul style="list-style-type: none"> <li>• The Forum is raising concerns about proposed cuts to preventative services.</li> <li>• While recognising the financial straits the Council is operating under, it is dismayed to see cuts which would affect some of the most vulnerable people and be a false economy.</li> <li>• Research demonstrates that preventative/early help work is cost effective in the longer term, reducing demand on other urgent care and supporting public services.</li> <li>• Most preventative services are delivered by the voluntary and community sector, which is already staggering under the destabilising impact of previous cuts to funding. Many are struggling to deliver current services and experience shows that cuts to funding from the council would be replaced, if at all, by funding which is short term and on a lower scale.</li> <li>• We foresee that a major consequence of these cuts would be that the needs of vulnerable people would escalate as there would be no third sector services acting as a buffer. In the long term this would be more expensive for ESCC as the people concerned are then likely to require costly statutory intervention.</li> <li>• The Forum offers comment from Home Start East Sussex, whose funding ended in March 2016. Since then the organisation has struggled to find multi-year funding which has affected its reach and the stability of the organisation.</li> <li>• The Forum offers comment from the provider of Home Works, Southdown Housing. The service has already made savings and is facing more savings this year. It says if this goes ahead, it would not be possible to simply proportionately reduce the service due to the impact of fixed overheads, management structures and mandatory increases in staff costs due to auto-enrolment and National Living Wage.</li> </ul>			
Code: Org0007	March	Email	Hope Kitchen
<input type="checkbox"/> HIV support service	<input type="checkbox"/> Carers support	<input type="checkbox"/> DESSS	<input type="checkbox"/> Intermediate care and day services (Milton and Firwood)
			<input type="checkbox"/> LD dps & residential

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
<b>Summary</b>				
<ul style="list-style-type: none"> <li>• Distressed by the possible 50% cut to funding for Home Works, which is a committed and desperately needed organisation.</li> <li>• So far the organisation has helped 67 people who engaged well with Home Works to improve their often chaotic lifestyles.</li> <li>• The organisation gives small financial help towards rental deposits, but Home Works do the 'lion's share' of the work, by coming alongside vulnerable people to befriend and guide them, sourcing funds and giving positive support at point of need and in follow-up support.</li> </ul>				
<b>Code: Org0008</b>	<b>March</b>	<b>Email</b>	<b>Southdown Housing Association</b>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
<b>Summary</b>				
<ul style="list-style-type: none"> <li>• They provide the Home Works service and are opposed to the proposal to cut 50% of the service's funding.</li> <li>• Although they appreciate the difficult financial position facing the Council, they believe that such a significant cut to the Home Works service is disproportionate.</li> <li>• If this reduction goes ahead it would have devastating consequences for thousands of local vulnerable people who are in crisis situations. It would also transfer considerable additional pressures onto East Sussex housing, health and social care services.</li> <li>• Evidence indicates that Home Works plays a crucial role in cases where other services cannot deal with the whole range of complex and inter-related problems individuals are facing. As such, the continuation of Home Works' funding should be prioritised.</li> <li>• Key reasons to protect the service: It is wrongly labelled as just preventative and already supports clients in crisis that have complex and multiple needs. It is cost effective and significantly reduces pressure on other more expensive interventions. It will help local housing authorities to meet their increased legal responsibilities to provide advice and support.</li> <li>• The organisation also provided an impact statement and client stories.</li> </ul>				
<b>Code: Org0010</b>	<b>March</b>	<b>Email</b>	<b>East Sussex Advice Partnership</b>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
<b>Summary</b>				
<ul style="list-style-type: none"> <li>Extremely concerned about the proposed 50% cuts on the Home Works and STEPS budgets.</li> <li>The impact would be felt disproportionately by the most vulnerable residents in East Sussex (those affected by mental or physical health issues, learning disabilities, younger people, people suffering violence, people who have been trafficked, single parents with young children, and people with addiction issues).</li> <li>Home Works and STEPS work with clients who are at risk of homelessness. The advice services do not have the capacity to support vulnerable people in the same practical way that Home Works and STEPS do.</li> <li>The sooner people are able to access services to provide support to alleviate the causes of homelessness the more likely they are able to keep and maintain their home. The proposed cuts would put people at higher risk of homelessness due to not being able to access timely support.</li> <li>The introduction of the Homelessness Reduction Act on the 3rd of April 2018 and the introduction of the duty for referrals to be made to the Local Housing Authority by statutory partners in October 2018 means there would be an increase in the numbers of people accessing local housing authority homelessness services at a much earlier stage.</li> <li>The knock-on effect of not having adequate and timely support available at the point of need would mean that people would become homeless. Families and individuals would then end up in temporary accommodation, or without accommodation available to them at all.</li> <li>The impact of this would be felt financially by other departments within East Sussex County Council, e.g. Children's Services for those found intentionally homeless, Adult Social Care – where intentionally homeless vulnerable people are left without suitable accommodation, police budgets for managing street homelessness, loss of revenue for tourism where you have street homelessness and street communities.</li> <li>There would be increased costs to the health services, e.g. increased admissions to hospital, increased A &amp; E presentations, bed blocking if clients have no suitable home to return to, people waiting for operations because they have no suitable home and their health deteriorates, increased presentations at GP surgeries.</li> </ul>				
<b>Code: Org0011</b>	<b>March</b>		<b>Email</b>	<b>Youth Homelessness Operational Groups</b>
<input type="checkbox"/> HIV support service	<input type="checkbox"/> Carers support	<input type="checkbox"/> DESSS	<input type="checkbox"/> Intermediate care and day services (Milton and Firwood)	<input type="checkbox"/> LD dps & residential
<input type="checkbox"/> Overall	<input type="checkbox"/> Older people's day centres	<input checked="" type="checkbox"/> Supporting people (accommodation)	<input checked="" type="checkbox"/> Supporting People (Community)	<input type="checkbox"/> Stroke Recovery Service
<b>Summary</b>				
<ul style="list-style-type: none"> <li>The proposed reduction in young people services and Home Works funding combine to directly undermine the Council's priority to keep vulnerable people</li> </ul>				

safe.

- Children's Services has a statutory duty to prevent destitution, contained in the Children Act 1989. The removal of a large proportion of Young people services, Young mum services and Home Works would make meeting that duty more difficult and more expensive.
- A reduction in supported accommodation bed spaces would increase the number of young people sofa surfing or living in environments where safeguarding issues are prevalent. Such young people are much more difficult to support than those in settled accommodation, leading to increasingly chaotic lifestyles, more risk taking and more case complexity.
- Reductions in beds in supported accommodation would compromise the effectiveness of the Vulnerable Young Persons Accommodation Project, which has reduced the previous reliance on B&B accommodation (which was unlawful), partly by providing three Crash Pads.
- The reduced budget for Home Works and supported accommodation would adversely affect care leavers' support and accommodation opportunities, as this group are now offered support up to 25 years old.
- As well as providing a homelessness prevention measure, supported accommodation also reduces child in need cases within Children's Services.
- Young mums services represent a potent homelessness prevention measure and the number of foster care placements needed.
- Referrals to Home Works of both care leavers and homeless young people aged 18-25 remain stubbornly high, those for care leavers alone having increased by 10% since last year. The service plays a vital role in helping move on and sustain tenancies for this very vulnerable age group.
- The recently published "State of Child Health in East Sussex" report highlights the link between deprivation and poor outcomes. It identifies self-harm as the biggest single indicator of suicide risk. A significant proportion of young people placed in supported accommodation exhibit such behaviours at the time of placement.
- The MACE (Missing and Child Exploitation) meeting is formed of statutory and non-statutory partners, which include Children's Services and Police, to intervene and disrupt exploitation of young people by organised crime/County Lines. A number of Operations have been successful, supported accommodation providers being key to providing information and keeping young people safe. A reduction in the number of schemes would adversely affect the co-operation between partners and the frequency of useful intelligence gathering.
- Housing Authority representatives were concerned at the impact on homeless young people aged 18-25 in need of support from a reduction in beds and subsequent increase in footfall for Housing Authorities which may manifest in rough sleeping and have further implications for NHS services.

Code: Org0013	March	Email	Eastbourne Borough Council	
<input type="checkbox"/> HIV support service	<input type="checkbox"/> Carers support	<input checked="" type="checkbox"/> DESSS	<input checked="" type="checkbox"/> Intermediate care and day services (Milton and Firwood)	<input type="checkbox"/> LD dps & residential
<input type="checkbox"/> Overall	<input checked="" type="checkbox"/> Older people's day centres	<input checked="" type="checkbox"/> Supporting people (accommodation)	<input checked="" type="checkbox"/> Supporting People (Community)	<input type="checkbox"/> Stroke Recovery Service

## Summary

- They recognise the extreme financial pressures and the limited options for making savings, although they have concerns about the impact of the proposals in the medium and longer term.
- The proposed level of reduction for accommodation-based services is likely to make the existing services unsustainable.
- This would reduce the services available to the most vulnerable and have a significant impact on other services (health, housing, children's and adult services).
- The young people are referred by the County Council and EBC. They are those who are not able to stay in the family home and would be at significant risk without the support offered.
- These services contribute to key government and local aims, ensuring all young people are supported to develop the skills they need to move into mainstream education, training or employment.
- They are very concerned by the proposal to reduce funding to refuges. Properly funded and supported refuge accommodation is a lynchpin of services to people experiencing domestic abuse.
- The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.
- They also oppose the proposed reductions in funding to supported housing supporting single homeless people and those with mental health needs.
- Spaces are already extremely limited and the support provided is essential to those accommodated, who are amongst the most vulnerable in our society. The majority have significant mental health needs and need support to settle and prevent further hospital admissions. Many have drug and/or alcohol addictions, and many have multiple and complex needs.
- Putting essential support to these people at risk by making 40% cuts in funding would again have wider impacts on health, social care, and community safety.
- The proposed level of reduction for community housing support services is likely to make the existing services unsustainable. The organisation strongly oppose this level of saving.
- A significant proportion of the people who use these services are at crisis point when referred.
- Both services, STEPS and Home Works, are designed to meet the needs of people who depend on urgent support to live independently and reduce the risk of admission to hospital and/or care services.
- They provide essential support, helping people to cope with major changes in their lives which threaten their independence, building their resilience and capacity to deal with illness, homelessness and other crises.
- Without this support many would turn to higher cost services in the health and social care sectors, including both Adult Social Care and Children's Services.
- Whilst we appreciate the need to secure some savings, and ensure best use is made of the resources available, we are concerned that savings are proposed to day services designed to meet the needs of older people with dementia and increasing frailty.
- There is an increasing need for services of this kind with the increasing age of people in the county and the numbers of people living with dementia.

- They are particularly keen that any options considered by the Council make best use of Warwick House, given the huge investment of resources in its development.
- They are extremely concerned at the proposed level of savings to DESSS and the impact it would have on the amount given to district and borough councils for rent in advance.
- The amount given has steadily reduced, whilst the need for this funding has increased. They urge the Council to continue contributing at the current level.
- The main cause of homelessness is the termination of private tenancies with most people becoming homeless through no fault of their own.
- A large number of those who become homeless do not have the savings required to meet the demands for rent in advance and deposits and are completely reliant on the loan schemes supported by the DESSS.
- At a time when more people across the county are being affected by the roll-out of Universal Credit full service, the proposed 70% saving is a major cause for concern and makes a nonsense of the efforts of the county council-led Financial Inclusion Group which focuses on the need to support people facing extreme financial difficulties.

<b>Code: Org0016</b>	<b>April</b>	<b>Letter</b>	<b>Hastings &amp; St Leonards Local Strategic Partnership</b>
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<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

### Summary

- Continued funding reductions make partnership working even more important.
- They are therefore concerned about the proposed savings and the disproportionate effect they would have on urban areas with the highest levels of deprivation.
- Focusing the savings on preventative services is short sighted and would undoubtedly lead to increased demand for acute services.
- To fully understand the impact, more detailed analysis needs to be undertaken and the information provided should also reflect the ongoing cuts to services.
- Hastings has a higher proportion of people living with long-term conditions.
- The proposed reduction in funding for carers support is likely to increase their support needs and may mean they can't continue to work.
- Reductions in funding for accommodation, housing support, and DESSS would affect services which are all vital in tackling homelessness.
- Hastings has seen bigger increases in homelessness than the rest of the county over the past years as services have reduced.
- Reducing homelessness is a national priority, so reducing funding for these preventative services is not in keeping with that policy direction or the likely increases in need for these services.
- Both community housing support services have extensive experience of working with vulnerable people who would struggle to engage with statutory services.
- Accommodation-based services are essential in helping people to develop

tenancy readiness skills.

- Reductions in these accommodation services would put people at risk of repeat homelessness, impact on the community, and put vulnerable young people at risk of 'cuckooing'.
- Closer partnership working across statutory services is needed to maximise efficiency in service provision. This should include sharing data and joint commissioning.
- The areas with the highest demand should be prioritised when funding decisions are made.
- There is an opportunity to devolve commissioning for these services to the local level so they can be better targeted.
- The voluntary sector needs to be fully involved in the process given the big contribution they make to community resilience.

Code: Org0017		April		Email	Wealden District Council
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service	

### Summary

- They recognise the fact that the Council is facing budget cuts and has difficult decisions to make.
- They are concerned that the proposed cuts would impact on some of the most vulnerable people.
- The cuts represent a false economy as they simply pass on increased costs to other statutory organisations and would impact on an increasingly pressured voluntary sector.
- The cuts would have an impact on the health and wellbeing of their residents, particularly their mental health. Reducing preventative services is short sighted and means the intervention ends up being more expensive.
- Decisions about reducing services should be made based on outcomes and the financial impact on other services.

### Community based housing support

- The proposed level of cuts is too high.
- They agree that those with the highest need should be prioritised, but if there is less early intervention then the needs of individuals are likely to escalate.
- This would increase the costs for primary care services and possibly increase the need for Children's Services interventions.
- Households could be at risk of their home without this early intervention service, meaning that the districts and boroughs would see an increase in their workload.
- Service provision is already limited and there are no alternative services if these ones are reduced or cut.
- The Council should work with districts and boroughs to redesign these



services.

- For example, a generic service rather than two services could save money.
- The aim of redesigned services need to focus on those with the most urgent housing situations and those to whom local authorities have statutory homelessness duties.
- It essential that any revised services deliver life skills so people can manage their tenancy following intervention and prevent the need for repeat support.

## **DESSS**

- They sometimes refer people to the scheme.
- They understand why cuts are being explored given it is not a statutory service and there are other services that can provide some of the services free or at a lower cost, such as food banks and low-cost furniture.
- However, there are no alternative services that can provide assistance with utilities bills and rent in advance.
- They suggest requiring households to pay back any assistance at an affordable level, although note that the problem with this would be the costs of doing so and the time it would take.
- They are concerned that the proposal to reduce the amount of money given to district and boroughs for rent in advance would affect non-priority and intentionally homeless households which are not owed a duty by the districts and boroughs.
- The direct result of this would be an increase in rough sleeping which locally is already on the increase and they would not like to see further increase for many reasons including the impact on the individual/household as well as on other public services including the police.

## **Accommodation-based housing services**

- The proposed level of cut is too high, particularly since they are providing services to some of those most in need.
- They are concerned about the impact on Wealden, as the area only has two services and no provision for young mums, single homeless and those with mental health needs.
- Similar areas in Rother and Lewes already have greater provision.
- It is already difficult to house those with support and any reduction in provision would be unfair and disproportionate.
- Care needs to be taken in remodelling refuges as changes or reductions in staff could be life threatening for residents.
- Not having enough provision for services would impact on other public sector services and risks more children being taken into care.
- The proposed cuts would impact on other Council services, such as Children's Services and leaving care services.
- Cuts are also being planned in community-based housing.
- They suggest that in making the cuts the Council should look at fair access to accommodation-based housing support across the county based on demographics and needs data.
- The viability of units would be at risk if the cuts went ahead.
- Many of the services will be owned by Housing Associations which will have outstanding debts on the building.
- The shortage of accommodation means the county cannot afford to lose any

social properties.				
Code: Org0018	April	Email	Lewes District Council	
<input type="checkbox"/> HIV support service	<input type="checkbox"/> Carers support	<input checked="" type="checkbox"/> DESSS	<input type="checkbox"/> Intermediate care and day services (Milton and Firwood)	<input type="checkbox"/> LD dps & residential
<input checked="" type="checkbox"/> Overall	<input type="checkbox"/> Older people's day centres	<input checked="" type="checkbox"/> Supporting people (accommodation)	<input checked="" type="checkbox"/> Supporting People (Community)	<input type="checkbox"/> Stroke Recovery Service
<b>Summary</b>				
<ul style="list-style-type: none"> <li>• They recognise the financial pressures and limited choices facing the Council, particularly with the need to meet statutory duty.</li> <li>• That said, they are concerned about the impact in the medium and long term on individuals and the demand for services if preventative spending is reduced.</li> </ul>				
<b>Accommodation-based housing services</b>				
<ul style="list-style-type: none"> <li>• The level of saving proposed is likely to make the existing services unsustainable and reduces services provided to some of the most vulnerable people in our communities.</li> <li>• The proposed reductions are likely to have a significant impact on health services, housing, Children's Services and Adult Social Care.</li> <li>• Young people are referred because of their level of vulnerability and because they are not able to stay in the family home and would be at significant risk without these services.</li> <li>• Due to the challenges they have faced they need support to settle and develop the skills they need to live independently.</li> <li>• These services also contribute to key government aims to ensure people are supported to move into mainstream education, training or employment.</li> <li>• They are very concerned by the proposal to reduce funding for refuges, as these services are a lynchpin for people experiencing domestic abuse.</li> <li>• The Council works hard with partners to promote awareness of domestic abuse and increase reporting, so it would seem perverse to limit services for those who make the decision to escape.</li> <li>• Refuges provide a safe space for women escaping violence and many have closed in recent years, exposing those who are no longer able to find a space to the many risks of abuse which arise from homelessness.</li> <li>• The current level of provision already falls short of what is needed and of minimum European standards. Any savings which put our current level of provision at risk should be avoided at all costs.</li> <li>• They oppose the proposed reduction in single homeless and mental health services.</li> <li>• Spaces are already limited and these essential services support some of the most vulnerable in society.</li> <li>• These clients often have significant mental health needs, drug or alcohol addictions and complex needs.</li> <li>• Putting this support at risk would impact on health and social care services and community safety.</li> <li>• The proposed savings conflict with the Council's responsibilities for</li> </ul>				

safeguarding the most vulnerable people in our communities and the effort and energy put in by other teams within the council itself.

- From their point of view as a housing authority, they could also limit key housing options for people who are unable to live independently and pose major risks to mental health and hospital services, increasing the revolving door.

## **DESSS**

- They are concerned at the level of savings proposed.
- It is not clear from the consultation how much funding there would be for each element of the current service if they went ahead.
- The amount given to district and borough councils for rent in advance has been reducing steadily over a number of years, whilst the need for this funding has increased and housing options have shrunk.
- The level of rent in advance and deposits demanded by private landlords and their agents put housing beyond the reach of most people.
- The main cause of homelessness is the termination of private tenancies and people not having the savings to meet the demands for rent in advance and deposits.
- People are therefore completely reliant on the loan schemes supported by the DESSS.
- At a time when the roll-out of Universal Credit is affecting people, the proposed cuts make a nonsense of the Council-led Financial Inclusion Group.
- They urge the Council to restrict any savings to those which reflect under-use and to maintain the current funding level for rent in advance schemes.

## **Community-based housing support services**

- These provide essential services, helping them to cope with major life changes which threaten their independence.
- They build resilience and reduce the risk that people would become dependent on more costly hospital and care services.
- They are strongly opposed to the level of savings proposed, which is likely to make the existing services unsustainable and ignores the fact that many people are at crisis point when the referrals are made.

## **Home Works**

- They are concerned about the reduction for this service and the likely rise in demand it would cause for care services.
- The majority of people who use the service are referred directly by statutory organisations and most are already in crisis.
- This is a vital service for people with a variety of needs and plays a key role in delivering the Council's duties under the Care Act.
- Nationally there is increasing recognition of the gap in provision for people experiencing poor mental health.
- Community-based services play a key role working with some of the most vulnerable people, many of whom have multiple and complex needs.

## **STEPS**

- The service plays a key role in reducing demand for care services and allowing people to continue to live independently despite significant health problems.

<ul style="list-style-type: none"> <li>The proposed savings would translate into a significant reduction in the number of clients who could be supported.</li> <li>This is likely to increase demand on health and care services, particularly as the majority of clients have at least one long-term health condition.</li> <li>There are significant financial benefits from people being able to continue living independently and the additional income the service helps to secure for clients.</li> </ul>				
<b>Code: Org0019</b>	<b>April</b>	<b>Letter</b>	<b>Lewes District Churches HOMELINK</b>	
<input type="checkbox"/> HIV support service	<input type="checkbox"/> Carers support	<input checked="" type="checkbox"/> DESSS	<input type="checkbox"/> Intermediate care and day services (Milton and Firwood)	<input type="checkbox"/> LD dps & residential
<input type="checkbox"/> Overall	<input type="checkbox"/> Older people's day centres	<input type="checkbox"/> Supporting people (accommodation)	<input checked="" type="checkbox"/> Supporting People (Community)	<input type="checkbox"/> Stroke Recovery Service
<b>Summary</b>				
<ul style="list-style-type: none"> <li>They recognise the funding pressures facing the Council, but are concerned about the impact of the savings proposals on services to the local homeless population.</li> <li>It seems counterproductive to spend less money on preventative services.</li> <li>They are concerned too about the impact on Home Works who do valuable work with the clients they also support.</li> <li>They receive a grant from DESSS to assist vulnerable clients and are currently able to recoup the majority of their loans and therefore assist a new group of clients.</li> <li>Last year applications for loans increased significantly. As a result any loss in the DESSS grant would greatly limit the tenancies they can facilitate.</li> <li>Provision of more social and affordable housing would help in the longer term.</li> <li>The savings would have other cost implications for local authorities as more local people would remain homeless and require more health and welfare provision.</li> <li>Home Works supports the homeless to find and sustain tenancies. The cuts to provision would mean little chance of starting again for people.</li> <li>It is crucial that the Council makes the case to central government that cuts on the scale already suffered would increase local government costs in the long term.</li> </ul>				
<b>Code: Org0021</b>	<b>April</b>	<b>Email</b>	<b>Southdown Housing Association</b>	
<input type="checkbox"/> HIV support service	<input type="checkbox"/> Carers support	<input type="checkbox"/> DESSS	<input type="checkbox"/> Intermediate care and day services (Milton and Firwood)	<input type="checkbox"/> LD dps & residential
<input type="checkbox"/> Overall	<input type="checkbox"/> Older people's day centres	<input type="checkbox"/> Supporting people (accommodation)	<input checked="" type="checkbox"/> Supporting People (Community)	<input type="checkbox"/> Stroke Recovery Service
<b>Summary</b>				
<ul style="list-style-type: none"> <li>They provide the Home Works service and are opposed to the proposal to cut</li> </ul>				

50% of the service's funding.

- Over the last few years the service has seen a continual increase in the number of people needing the service due to a lack of affordable housing, increased deprivation and a rise in complex issues people are facing (for example domestic abuse, mental health illness).
- A history of cuts to homelessness prevention support has compounded the issue and Home Works already has to turn away eligible households due to capacity issues.
- A true indicator of a civilised and caring society is how it treats and supports its most vulnerable citizens when they are in crisis.
- Their response provides a summary of the people it has supported in the past year and the outcomes it has helped them achieve.
- If this reduction goes ahead it would have devastating consequences for thousands of local vulnerable people who are in crisis situations. It would also transfer considerable additional pressures onto East Sussex housing, health and social care services.
- It is wrongly labelled as just preventative and already supports clients in crisis that have complex and multiple needs.
- They say that every 10% of funding saved would enable them to continue to support 330 vulnerable people.
- The proposed cut would result in: the loss of support for significant numbers of vulnerable people; increase the number of people forced to sleep rough; increase the number of preventable deaths; increase tenancy breakdowns; increase the personal safety risks to vulnerable people and children; and increase isolation and loneliness.
- Cuts would increase the pressure on GPs and hospitals and reduce Home Works' ability to support the NHS Five Year Forward View.
- Districts and boroughs state that they won't be able to meet their target duties on reducing homelessness without the continued support of Home Works.
- Cuts would result in the loss of 50 plus jobs of skilled and experienced workers.
- Cuts would reduce support for voluntary and community organisations who make referrals to Home Works.
- They believe the service they provide is value for money and cost effective, significantly reducing pressure and more expensive interventions.
- They are concerned that because Adult Social Care funds the service, the impact on Children's Services is not being fully assessed.
- They have produced an impact statement (see Ind0008 summary) which can be viewed here:  
<https://southdown.org/sites/default/files/public/Home%20Works%20Impact%20Statement%20March%202018.pdf>
- They have also produced a video (see Ind0036 summary) which can be viewed here:  
<https://www.youtube.com/watch?v=X7UpMjNjMPw&feature=youtu.be>

Code: Org0022		April	Letter	Station Practice
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
<b>Summary</b>				
<ul style="list-style-type: none"> <li>• They have grave concerns about the cuts to Home Works' funding and the impact on homelessness prevention in Hastings.</li> <li>• Hastings already suffers from deprivation so the impact on this vulnerable population of the cuts would put them more at risk.</li> <li>• Cuts would also affect a range of public sector services, including A&amp;E, the Walk in Centre, Out of Hours, the Police, Health and Social Care Connect, and GP practices.</li> <li>• Home Works is more than just a homeless prevention service and offers a vital community resource which helps people to build resilience.</li> <li>• They hope the Council would consider not cutting the funding for this important service.</li> </ul>				
<b>Code: Org0024</b>	<b>April</b>	<b>Email</b>	<b>Hastings and District TUC</b>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service
<b>Summary</b>				
<ul style="list-style-type: none"> <li>• They do not accept the rationale for cuts and are disappointed at the half-hearted Stand up for East Sussex campaign.</li> <li>• They are concerned that staff in Adult Social Care are taking the brunt of the cuts, which would lead to inevitable delays in services for those members of the community who are least able to cope with it.</li> <li>• The decimation of local services would remove well-established safety nets from already disadvantaged people (they name STEPS, Home Works, the Stroke Recovery Service, carers support, and the HIV Support Service).</li> <li>• The lack of an Equality Impact Assessment in the consultation is telling.</li> <li>• The staffing cuts would be a false economy as people would have to wait much longer to access services and would inevitably end up on hospital wards.</li> <li>• The abandonment of the preventative agenda would have the same effect.</li> <li>• They urge councillors to consider using unallocated reserves to limit the impact and mitigate the proposals with the additional government funding.</li> <li>• They are opposing the cuts and urge the Council to oppose national funding decisions.</li> </ul>				
<b>Code: Org0033</b>	<b>April</b>	<b>Email</b>	<b>Rother District Council</b>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's	Supporting people	Supporting People	Stroke Recovery

day centres	(accommodation)	(Community)	Service	
Summary				
<ul style="list-style-type: none"><li>• They recognise the financial challenge facing the Council.</li><li>• While they know that adult social care will recognise the potential impact on people living in the county if they go ahead, they do have real concerns about the added pressure it would put on district and borough services, particularly housing services.</li><li>• District and borough services have seen a steady rise in people with mental health needs, often with substance and alcohol problems too.</li><li>• Removing or reducing services that support this group of people is likely to exacerbate their issues, particularly when districts and boroughs have to place them in temporary accommodation which is not able to properly support them.</li><li>• It would also be harder to place people in social housing without some support, as the acceptance criteria are becoming increasingly risk adverse.</li><li>• They do not have access to suitable temporary accommodation for young people, so reducing accommodation-based services for them would mean the risk to their wellbeing is likely to increase.</li><li>• This group would also struggle to maintain long-term tenancies without support and this could lead to an increase in rough sleeping and additional costs for all statutory services.</li><li>• They believe that this is the time to focus the remaining resources on the areas that make the most difference.</li><li>• Focusing the prevention services on reducing the likelihood of further harm and risk to the individual and the community would be their priorities.</li><li>• Being imaginative with the remaining funds spent across the system would make a lot of sense in achieving better outcomes for people and they support the work going on to make this happen.</li></ul>				
Code: Org0036	April	Video	Home Works Clients	
<input type="checkbox"/> HIV support service	<input type="checkbox"/> Carers support	<input type="checkbox"/> DESSS	<input type="checkbox"/> Intermediate care and day services (Milton and Firwood)	<input type="checkbox"/> LD dps & residential
<input type="checkbox"/> Overall	<input type="checkbox"/> Older people's day centres	<input type="checkbox"/> Supporting people (accommodation)	<input checked="" type="checkbox"/> Supporting People (Community)	<input type="checkbox"/> Stroke Recovery Service
Summary				
<ul style="list-style-type: none"><li>• The clients use the video to talk about how the service has helped them.</li><li>• Many of them were helped at a time of crisis or following a hospital visit, and some have mental health needs.</li><li>• They say they would have been homeless without the service or ended up dead. They talk about the way that staff support them and go above and beyond their duty.</li><li>• Others talk about how the service has helped them find suitable accommodation or get housed.</li><li>• The support of their worker has helped them set goals, look to the future and feel positive.</li></ul>				
Code: Org0037	March and April	Events	Home Works	

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

**Summary**

- Southdown Housing held a series of roadshows for clients and meet the councillors meetings about the consultation and the proposed reduction in funding for Home Works.
- Across the meetings, clients talked about how the service has helped them.
- Many said it had supported them at a time of crisis and some said they would have been dead or killed themselves without the support they received.
- People said the service had stopped them becoming homeless and was helping them to find more permanent accommodation.
- The service helps with benefits claims, signposting and accessing other services.
- People talked about their mental health problems and how they valued the way workers treated them with respect.
- They said the service helps people turn their lives around.
- It is the poor and vulnerable who would be affected by these cuts.
- They questioned why this service would be cut at a time of increasing need and housing shortages.
- It would be short sighted and increase pressure on other statutory services such as housing and the Police.
- People value the fact that Home Works visit you at home and keep their appointments with you.
- The lack of services in rural areas means that the support that Home Works provides is even more critical.

<b>Code: Org0029</b>	<b>April</b>	<b>Email</b>	<b>Children's Services (ESCC)</b>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HIV support service	Carers support	DESSS	Intermediate care and day services (Milton and Firwood)	LD dps & residential
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall	Older people's day centres	Supporting people (accommodation)	Supporting People (Community)	Stroke Recovery Service

**Summary**
**Key themes**

- Under the proposed reductions, it is highly likely that there would be a net increase in overall spend by the Council in meeting its statutory obligations.
- The increased risks whilst waiting for fewer bed-spaces will also have to be managed by a number of Council social care teams. Given the regulatory and inspection framework for Children's Services this is likely to bring increased



reputational risk.

- The Housing Authorities will be impacted by the reduced funding for Home Works, which will see more tenancy breakdown and more homelessness presentations. They will be similarly affected by the reduced number of supported accommodation bed-spaces.
- One of the proposed solutions would be to undertake joint commissioning of supported accommodation for young people utilising existing Supporting People funds, the existing Youth Homelessness budget, that for Care Leavers and Flexible Support Grant from the District and Borough Housing Authorities.

### **Other themes**

- The requirement to make substantial savings is recognised. Their response seeks to set out the impact on other Council budgets which would result from reductions in young peoples and young mothers accommodation support services and Home Works community support.
- The division in budget reductions between the services seems disproportionately in favour of the preventative service and not those accommodation services which seek to address crisis at the statutory level.
- These reductions would likely lead to an increase in footfall and assessments for a range of Children's Services. Presentations of "intentionally" homeless families will also rise as a result of the Home Works budget reductions.
- The reduced budget for supported accommodation will adversely affect care leavers support and accommodation opportunities.
- Reducing the service would limit the role it can play in addressing issues of self-harm and suicide and risks impacting on health services.
- The funding reduction would reduce capacity for services that are already operating waiting lists.
- This would mean there would be an increase in young people who need support who don't have services if they are reduced. Most of the group would be people who ESCC has a statutory responsibility to support.
- This would mean that the Council would still face paying the costs of supported lodgings, private sector accommodation or foster care.
- There would be additional risks for homeless children and young people who cannot access appropriate accommodation, or face delays in doing so, such as being used as a drug mule, sexual exploitation, going missing, self-harm, youth offending, social isolation, teenage pregnancies, and mental health, emotional or behavioural difficulties.
- All these issues would cause an increase in costs to Children's Services and partner agencies.
- Young people who continue to sofa surf are more difficult to support and re-presentations are a frequent feature. This leads to increased interventions and assessments, again at increased costs for Children's Services.
- Successful referral to the young mothers service allows the department to close cases. The loss of beds in this service would impact profoundly on the services it provides and the cost of them.
- They are also concerned about cuts to refuges, which support around 100 children at present and help to meet statutory obligations for the department.
- There is already a long wait for accommodation services for care leavers. Any reduction in services will impact on the availability of beds.
- Referrals to Home Works for care leavers and young homeless people remain stubbornly high. The service plays a vital role in helping them to move on and

sustain tenancies.

- Withdrawing this support is likely to increase vulnerability and lead to more homeless presentations at a time when rough sleeping is increasing.
- This would mean that more Council Personal Advisors would be required to support more homeless care leavers.

## Individual feedback

### Feedback sent directly to the Council

About the feedback	
Number of respondents:	20
When it was received:	February: 2 March: 5 April: 13
How it was received:	Email: 3 Feedback form: 1 Letter: 15 Phone: 1
Who it was from:	Client: 10 Councillor/MP: 4 Employee: 3 Member of the public: 2 Other: 1

### Key themes

The overall themes were:

- People disagree with the proposals and the impact they would have on vulnerable people, particularly the Home Works proposals.
- People praised the services and their staff, talking about the benefits they brought to them and their family at a time of crisis and making their life more worthwhile.
- The services help people in so many different ways and the home visits and ongoing contact is important to people.
- Home Works plays an important role helping and supporting people who are struggling with mental health issues.
- Home Works helps people to keep their homes or to find suitable and safe accommodation. This helps people to turn their lives around.
- STEPS helps people to access benefits and move to more suitable accommodation.
- People say they don't know how they would have managed without their support worker and the practical and emotional help they offered.

Suggestions:

- The cuts won't save money, as people would just need more support from other services and reach crisis more quickly.
- It could put lives at risk if Home Works support wasn't available for people in crisis.
- It makes no sense to take away this vital service (Home Works) from the most vulnerable.

The key impacts were:

- People would lose the opportunity to be supported to change their life and make things better if the services weren't available.
- It would mean more people sleeping on the streets, turning to crime and put more strain on hospitals if Home Works was cut.

Suggestions:

- Rethink the cut for Home Works or at least make it much smaller.

## Feedback received from Home Works' 'Stop the cuts' campaign

We received 162 'Stop the cuts' forms which didn't have any comments, but comprised:

- 89 forms which included their post code
- 16 which ticked the box to stop the cuts to Home Works and included their post code
- 28 which ticked the box to stop the cuts to Home Works
- 27 anonymous forms
- 2 which just had the date written on them

We received 868 'Stop the cuts' forms that included a comment. The top themes were:

- They disagree with the proposal to cut funding for Home Works, and said it should be stopped, or described the proposals as disgusting and ridiculous etc.
- This is an essential and invaluable service which supports vulnerable people and particularly homeless people.
- There are already high numbers of homeless people. If the service is reduced or cut more people would remain homeless or end up homeless.
- People praised the service, talked about their experiences of using it and how it had helped them at a time of crisis.
- The service is particularly needed in Hastings where numbers of homeless people are already high and are increasing.
- The service helps people to have a better life and start afresh.
- They urge the Council not to cut funding for this service, saying it would be short sighted and more expensive in the long term.
- There should be more funding for this vital service, not less.
- They commented on national finances and spending decisions and how they thought they were wrong or should be changed.
- Cutting the service would increase poverty and impact on the community.
- The service is particularly needed in Eastbourne where numbers of homeless people are increasing.
- Cuts to this service would put people at risk, especially as many people who use the service have mental health needs.
- If the service was cut it would put more pressure on statutory and charity services which are already stretched.
- People don't choose to be homeless.
- The Council should cut salaries for councillors and senior managers.
- The service prevents deaths through the support it offers.
- It's not fair to cut this service when there aren't any alternative ones that can help people.
- A reduced service would affect the number of families who could be helped and housed.

### Sample comments

"I work with the Home Works at the moment! Me + my partner are homeless at the moment, and sleeping outside! This is the only Organisation we can ask for Help!!! find they are were VERY Helpfull!"

"Any service that seeks to prevent homelessness occurring from an economic perspective is going to save the council money in the long term. Housing should be the council's major priority & they should appropriately fund housing & homelessness services to help people & families to secure a permanent decent standard of accommodation."

"My mum used this service 6 months ago They were very helpful and visited my mum once a week and did what she asked straight away. Now she is in her own property."

"A very valuable service for those most in need + among the most vulnerable in society. It is a disgrace that this is being cut."

"Homeless people need services. Many often have mental health problems as well. Cutting services will lead to more problems in the future."

"Home Works helped me when I was pregnant and homeless fleeing domestic violence and without them I don't know what would have happened to my daughter and I."

"Cuts will cause more problems for vulnerable people in Hastings. Services are already stretched in this area, especially now the walk in centre might close and relocate to the Conquest."

"Home Works is amazing. They supported me more than I could have ever had asked. My financial issues was helped and my homelessness was helped. To be completely honest with you, they saved my life and gave me hope. now I'm more independent and could thank them enough. Please keep Home Works, you'll regret it if you make things harder for the other organisations."

"Home Works helped me to find my first flat after being homeless for 9 years. This then enabled me to reattend college... [and attend university]. I'm now a full time employer graphic designer for an international sports firm. None of this could have happened without the first steps help from Home Works."

"You have helped us in our darkest moments, when we were homeless. This is a service that can't be cut - it is invaluable to help people in need."

"More homeless people will be on the streets including children... Lots more people will be at risk of losing their homes. Innocent people will be affected, living on the streets can kill people."

"Surely cutting this service is going to increase costs to other services. Where are people meant to go for help."

"This is a service that treats people as people not a number. You can't expect people to cope without Home Works."

"Where will people get help if this service is cut? Other services won't be able to cope with demand."

"Please do not cut funds to this fantastic service. I work in Mental Health (NHS) and I have had great support for my patients via Home Works."

"Home Works has saved lives, why put people at risk even more."

"Working for the ambulance service I encounter vulnerable people on a daily basis. Currently there is limited resources anyway so proposed cuts further will only increase this issue locally. With spring coming winter shelters are closing, more people will be on the streets anyway and put more pressure on other services."

"Our voluntary group has worked alongside Home Works and experienced first-hand how brilliant their work is. It serves a really important role + cutting it is a false economy which will not just create misery but cost the local authority more in the long run."

## Equality impact assessment – summary report for proposals to Supporting People (Homeworks)

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

**Date of assessment update:** May 2018

**Manager(s) name:** Jude Davies **Role:** Strategic Commissioner

### Impact assessment:

The purpose of the proposal is to reduce funding to the Home Works service to achieve savings of 50% as part of the overall budget for Adult Social Care.

Home Works is a face to face service normally delivered on an outreach basis. This means the service is, with the client's agreement, delivered to wherever the client is living. If home visits are not possible, the visits would be held in a community facility or café. Clients of Homeworks are usually experiencing a housing and personal crisis and have multiple and complex needs including:

- poor mental health
- poor physical health
- Child Protection issues
- Adult Safeguarding issues

### Summary of findings:

**Data suggests that the proposals will have the highest negative impact on age (working age and families) and disability (people facing multiple and complex needs) as well as homelessness.**

**Note: There is a multiple impact here with proposed reduction to DESSS, and other Supporting People services including accommodation-based services for people with mental health issues and homelessness, as well as services for young people and young mothers.**

**Home Works is also the service used to move on and re-settle people from accommodation-based services, so there would be an additional impact to other schemes if the proposals are approved.**

- A reduction in service would result in increased risk of people (especially families) presenting to statutory authorities as homelessness, and an increase in street homelessness for working age people on a low income.
- Increased risk of high rates of acute health care use due to lack of early intervention, including emergency visits and inpatient admissions to hospital for people with complex needs and the physical and mental health symptoms
- Increased associated risks for families with children and young people, including child protection and safeguarding issues, and access to health and education.
- Increased risk of suicide, poverty and debt. There are also increases in crime and likelihood of assaults and violence.
- Increased burden on local voluntary and community services including food banks as well as District and Borough council housing services

### Summary of recommendations and key points of action plan:

- Once final savings are confirmed the Supporting People Strategic Commissioner will work with the Provider to develop an implementation plan/decommissioning plan for achieving the savings.

## Groups that this project or service will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Negative	Neutral
Age		X	
Disability		X	
Ethnicity			
Gender/Transgender			
Marriage or Civil partnership			
Pregnancy and Maternity		X	
Religion/Belief			
Sexual Orientation			
Other (including carers/rurality etc) Homelessness/Low income		X	
All			



## **Equality impact assessment – summary report for proposals to Supporting People (STEPS)**

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the County Council's website.

**Date of assessment update:** May 2018

**Manager(s) name:** Jude Davies **Role:** Strategic Commissioner

### **Impact assessment:**

The purpose of the proposal is to reduce funding to the STEPS service to achieve savings of 50% as part of the overall budget for Adult Social Care.

STEPS provides housing support and a gateway service (advice) to people **aged 65 and over** and a navigator service to people aged 18 and over with long-term conditions who are experiencing challenges to their ability to remain living independently and also have a range of multiple and often complex personal, health and care needs including:

- poor mental health
- poor physical health
- long term conditions
- Adult Safeguarding issues

### **Summary of findings:**

**Data suggests that the proposals will have the highest negative impact on age (older people and working age) and disability (the majority of clients have at least one long term condition).**

**Note: There is a multiple impact here with other Supporting People services including accommodation-based services for people with mental health issues and homelessness, and changes to Carers services.**

- A reduction in service would result in older people (and people with long term conditions using the Navigator service) living in unsafe housing conditions, leading to increased risk of health and care issues, especially with long term conditions and increasing frailty.
- Increased risk of high rates of acute health care use due to lack of early intervention, including emergency visits and inpatient admissions to hospital for people with complex needs and the physical and mental health symptoms. This is especially prevalent for older people who are becoming frailer.
- Increased burden on local voluntary and community services including food banks as well as District and Borough council housing services
- Increased social isolation, risk of poverty and increasing debts. This also leads to more reliance on more long-term interventions and services.

### **Summary of recommendations and key points of action plan:**

- Once final savings are confirmed the Supporting People Strategic Commissioner will work with the Provider to develop an implementation plan/decommissioning plan for achieving the savings.

## Groups that this project or service will impact upon

Please mark the appropriate boxes with an 'x'

	Positive	Negative	Neutral
Age		X	
Disability		X	
Ethnicity			
Gender/Transgender			
Marriage or Civil partnership			
Pregnancy and Maternity			
Religion/Belief			
Sexual Orientation			
Other (including carers/rurality etc)		X	
Homelessness/Low income			
All			