

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO HEALTH & HOUSING COMMITTEE

Agenda Item No. 9

meeting date: THURSDAY, 1 SEPTEMBER 2016
title: UPDATE ON LANCASHIRE COUNTY COUNCIL BUDGET CUTS TO SUPPORTING PEOPLE FUNDING
submitted by: MARSHAL SCOTT – CHIEF EXECUTIVE
principal author: RACHAEL STOTT – HOUSING STRATEGY OFFICER

1 PURPOSE

- 1.1 To update Committee about the LCC budget cuts to Supporting People Funding and the implications on the housing service.
- 1.2 Relevance to the Council's ambitions and priorities:
- Community Objectives – Addressing housing needs of the most vulnerable households in the borough is a priority for the Council.
 - Corporate Priorities – None.
 - Other Considerations – None.

2 BACKGROUND

- 2.1 The contract for support to the 15 units of temporary accommodation in the borough was awarded to Places for People in May 2015. The contract tender is attached as Appendix A.
- 2.2 Lancashire County Council currently face unprecedented financial challenge. Over the next five years to 2020/21 the council needs to make savings of £262m on top of those agreed within previous budget processes. This financial picture is the result of continued cuts in funding by Government, rising costs and rising demand for key services
- 2.3 Based on current spending and forecast demand for services, LCC will not have sufficient financial resources to meet its statutory obligations by April 2018, even if they no longer continue to deliver any of the non-statutory services.
- 2.4 As a result of the financial difficulties, the county council is proposing to stop funding the following services at the end of March 2017:
- Floating Support Services.
 - Supported Accommodation Services (support element only; the Accommodation/Housing Management is funded from Rents/Housing Benefits).
 - Specialist Floating Support Services for MAPPA & IOM.
 - Supported Accommodation for Older People with Sensory Disabilities (hearing impairment).
 - Specialist Supported Accommodation for People with Mental Health Problems.

2.5 Floating Support Service

2.5.1 Floating support is a free service which provides short term visiting support to people with problems that are linked to housing.

2.5.2 The current floating support service is provided by Calico. However until May 2015 it was provided by Calico in the East of Lancashire and was provided by Disc in the North and South of Lancashire.

2.5.3 The floating support service is available in all of the following district councils' areas in Lancashire including:

- Lancaster
- Fylde
- Wyre
- Preston
- Chorley
- South Ribble
- West Lancashire
- Pendle
- Rossendale
- Hyndburn
- Burnley
- Ribble Valley

2.5.4 Floating support tasks often include:

- helping people to avoid eviction or re-possession and stay in their homes;
- helping people find and settle into a new home if it is not possible to stay where you live;
- sorting out any money or debt problems;
- helping people deal with a short term personal crisis and any issues that might seem overwhelming;
- supporting people to live healthy lives;
- helping people to stay safe at home and in the community;
- improving people's employment, training and leisure opportunities, and generally;
- helping people to become more independent or stay independent in the community.

2.5.5 Floating support should not be confused with personal care services eg help with cleaning, cooking, bathing, which many people in Lancashire also receive. Neither is floating support a replacement service for professional advice eg solicitors, financial experts.

2.6 Supported Accommodation

2.6.1 Lancashire County Council currently provides the funding which is used to deliver the support service available within short term supported accommodation which includes the following services:

- Women's refuges
- Supported accommodation for young people
- Supported accommodation for single people who are homeless
- Supported accommodation for homeless families

- Supported accommodation for people who have a history of offending
- Supported accommodation for teenage parents
- Supported accommodation for people with substance misuse issues

2.7 Specialist Floating Support Service (MAPPA & IOM)

2.7.1 The specialist floating support service (MAPPA & IOM) is a free service which provides short term intensive housing related support to help people settle into independent housing. This service is for high risk offenders subject to Multi Agency Public Protection Arrangements (MAPPA) and to offenders identified exclusively through the revolution panel identified as Integrated Offender Management (IOM) but not exclusively PPO and have been released from custody and or are under statutory supervision. The specialist MAPPA & IOM floating support tasks often include:

2.7.2 Help people move to temporary (short term) or permanent home and to avoid eviction or re-possession (eg rent payments, reporting repairs, resolving neighbourhood disputes):

- Sorting out any money or debt problems.
- Helping people deal with a short term personal crisis and any issues that might seem overwhelming.
- Supporting people to live healthy lives.
- Helping people to stay safe at home and in the community.
- Help to get a job, training and leisure opportunities, and generally.
- Helping people to become more independent or stay independent in the community.

2.7.3 The specialist floating support (MAPPA & IOM) should not be confused with personal care services e.g. help with cleaning, cooking, bathing, which many people in Lancashire also receive. Neither is the specialist MAPPA & IOM floating support a replacement service for professional advice (eg solicitors, financial experts).

2.8 Supported Accommodation for Older People with Sensory Disabilities (Hearing Impairment)

2.8.1 Lancashire County Council currently provides funding for housing support to older people with sensory disabilities (Hearing Impairment).

2.9 Specialist Supported Accommodation for People with Mental Health Problems

2.9.1 Lancashire County Council currently provides funding for housing support to people which will affect all specialist supported accommodation for people with mental health issues including supported accommodation which is intended to be:

- short-term eg less than two years; or
- longer term eg more than two years or a home for life.

3 ISSUES

3.1 Withdrawal of this funding stream of support in housing schemes has significant and varied implications, this report focuses on the impact for the homelessness service in Ribble Valley.

3.2 Support for Homeless Families

3.2.1 There are 8 flats supported through this service of which the occupancy changes on average every 12 /14 weeks. The main service is in Clitheroe at 90 Whalley Road, this building is divided into 7 flats, 4 are self-contained and 3 share facilities. All the flats share a communal entrance, hall, basement laundrette, communal living space and large garden to the rear.

3.2.2 Currently support staff are on site every day. The support staff deal with:

- benefit claims:
 - Support access to work, education and training.
 - Provide tenancy support skills.
 - Monitoring behaviour.
 - Adherence to the licence condition.
 - Support investigating move-on accommodation.
 - Budgeting skills.
 - Parenting skills.
 - Cooking and healthy living skills.

3.2.3 The current occupation of 90 Whalley Rd is 8 adults and 10 children and the service also covers one unit of accommodation at Longridge where there is 1 adult and 2 children occupying. All these families face homelessness and are some of the most deprived and vulnerable families in the borough. The support staff input is essential to ensure the building is a safe and appropriate form of accommodation for these families.

3.4 The Service for Young Homeless People

3.4.1 The Sidings accommodation has 7 self contained flats for young people each living in an individual flat with a shared lounge, kitchen and office on the ground floor.

3.4.2 All the young people have been at risk of homelessness and The Sidings is often the young person's first experience of living independently. Often the young people come with no life skills to manage independently and can be aged 16-25 years old. This requires intensive support at the start of the tenancy to ensure the young person can manage their flat, and ensure they are in some form of education or training. There are also often underlying reasons as to why the young person has ended up in the situation, often mental health, alcohol or drug dependency issues.

3.4.3 Across the two services 90 hours per week of support is currently provided to ensure that all occupants are safe and making progress.

3.4.4 The Sidings and therefore the only homeless housing service dedicated for young people would close should funding be withdrawn. Places for People own the building and have the contract to provide the support. The building would not be fit for purpose with no presence of support on the site.

3.5 The Joiners is owned by the Council and Ribble Valley Homes provide the day-to-day maintenance and warden service. Withdrawal of support would require an

assessment of the risks to occupants and staff and the liability risk to the Council with no support presence on the site. With the removal of the young person's accommodation, this is likely to see an increase in demand at The Joiners.

4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications:

- Resources – The housing options for young people in the borough are already limited this would move to a situation whereby the only supported housing assistance we could provide for young people would be an out of borough referral.
- Technical, Environmental and Legal – The Council Homeless duty will remain for the young people and families therefore we will have to provide an alternative source of accommodation.
- Political – Advising young people to move out of borough for temporary accommodation politically is not a positive message.
- Reputation – Supporting homeless families and young people is a priority for the Council.
- Equality & Diversity – Vulnerable young people and families need to support to prevent repeat homelessness.

5 **RECOMMENDED THAT COMMITTEE**

- 5.1 Accept that these cuts will have a serious detrimental impact on the housing service available to Ribble Valley residents.
- 5.2 Ensure every effort is made to secure funding to enable the scheme to remain.
- 5.3 The removal of support will require a full review of the delivery of temporary accommodation in the current accommodation.

RACHAEL STOTT
HOUSING STRATEGY OFFICER

MARSHAL SCOTT
CHIEF EXECUTIVE

BACKGROUND PAPERS

None.

For further information please ask for Rachael Stott, extension 3235.

REF: RS/CMS/H&H/010916

Appendix 1

Tender submission for Places for People

1. Management of the service (5%)

1. How will your organisation manage service delivery on the ground?

Please ensure the response to this question aligns with the following deliverable hours identified within the background information for this lot and shown in the box.

90
hours

What are the total number of all hours to be provided at the service, including staff time funded from other funding streams? Please enter the figure in the box

133.75

Where you have included any additional funding streams, with the exception of housing benefits, please ensure that you include details of the purpose and duration of funding in your response to this question in the box below. This is required so that any additional value of your bid can be considered as part of the overall assessment of your proposals for managing service delivery on the ground.

In addition, please outline how you plan to deliver the following:

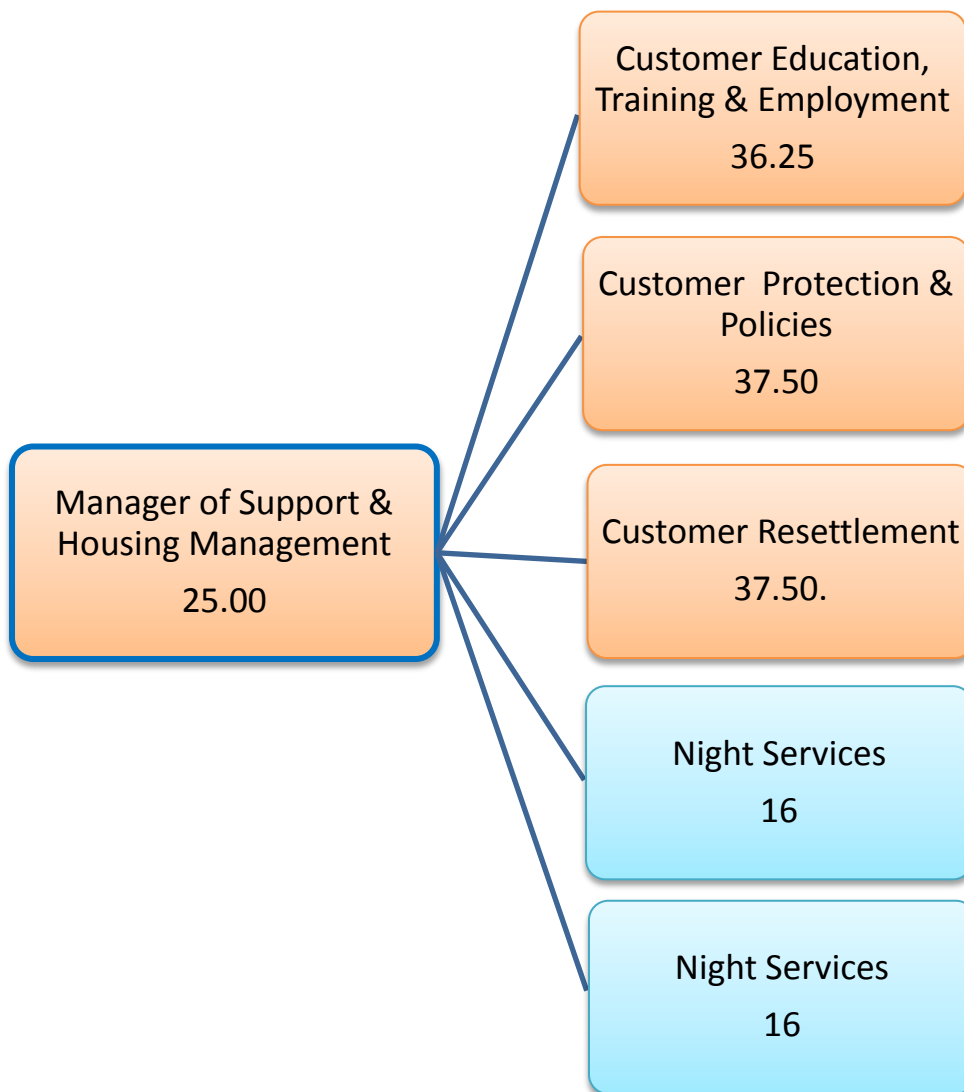
- The hours and pattern of normal day/evening and night time service delivery for each building in the lot (having regard to the requirements identified in the tender documents)
- The arrangements for managing each of the buildings included in the Lot and any of your proposals for overall management of the Lot including any shared services
- The arrangements for emergency out of hours cover for each building in the lot
- The arrangements for ensuring local and effective management cover at service level. Provide further details if this covers more than one building.
- The proposed staff rota for each building in the lot (Please attach a copy of a proposed draft rota clearly indicating how the various posts are being deployed)
- The arrangements for covering staff absence including your proposals for funding staff cover for each building in the lot.

In addition please provide a copy of your proposed staffing structure diagram for this service, which should be specific around the number of posts, type of post and number of hours for each post that you would propose to deliver if your bid was successful. This should also reflect the number of

This question will be scored out of 4 and carries a weighting of 5%

Please insert your written response here

Total staff provision is 133.75 hours with 90 being direct support. 43.75 hours are service chargeable due to the housing management functions related to the role. The staff structure is:



The Sidings & the Joiners will be part of our Lancashire Area Managers portfolio. This is a centrally funded role. The Area Manager will have overall responsibility for service performance and contract monitoring and will provide direct line management support to the Manager of Support and Housing Management.

The Manager of Support and Housing Management will deliver high quality support and housing management services. They will provide regular staff supervisions to ensure personal development needs are being met and drive the team to achieve service outcomes and exceed key performance indicators.

At the Sidings & the Joiners we will flex our rota over both sites. It will be influenced by current and changing demographics and need. Staff will work flexible hours including some evening and weekends to meet the needs of our families and young people and their lifestyles (school, work, training or volunteering). There will however be an element of consistency and continuity to account for the work patterns of other agencies involved.

Our staff structure accounts for annual leave and training absence. For unforeseen absences we have included a 5% relief staff budget into this service. Our current bank of experienced Relief Staff will ensure cover is consistent.

We will allocate responsibility for our support staff to be champions in dedicated areas such as offending, drug & alcohol, domestic violence etc. This will promote continuous staff development opportunities and ensure our support delivery reflects current legislation and practice. They will navigate service users in the following areas:

Out of hours cover

Our Night Workers will generally work at the Sidings from Thursday to Sunday (inclusive) as experience operating this service tells us staff presence is required more at the weekend, as these are the potential hotspots when more support is needed. A Night Worker presence not only ensures the safety and support of our clients, but importantly promotes a more positive image in the local community. However we will flex night cover dependent on current need.

Emergency Response

We will continue to have procedures in place at both services to ensure that clients can talk to someone in the event of an emergency or crisis. The procedures will be displayed in the reception areas and included in the service handbooks given to all clients. They will include:

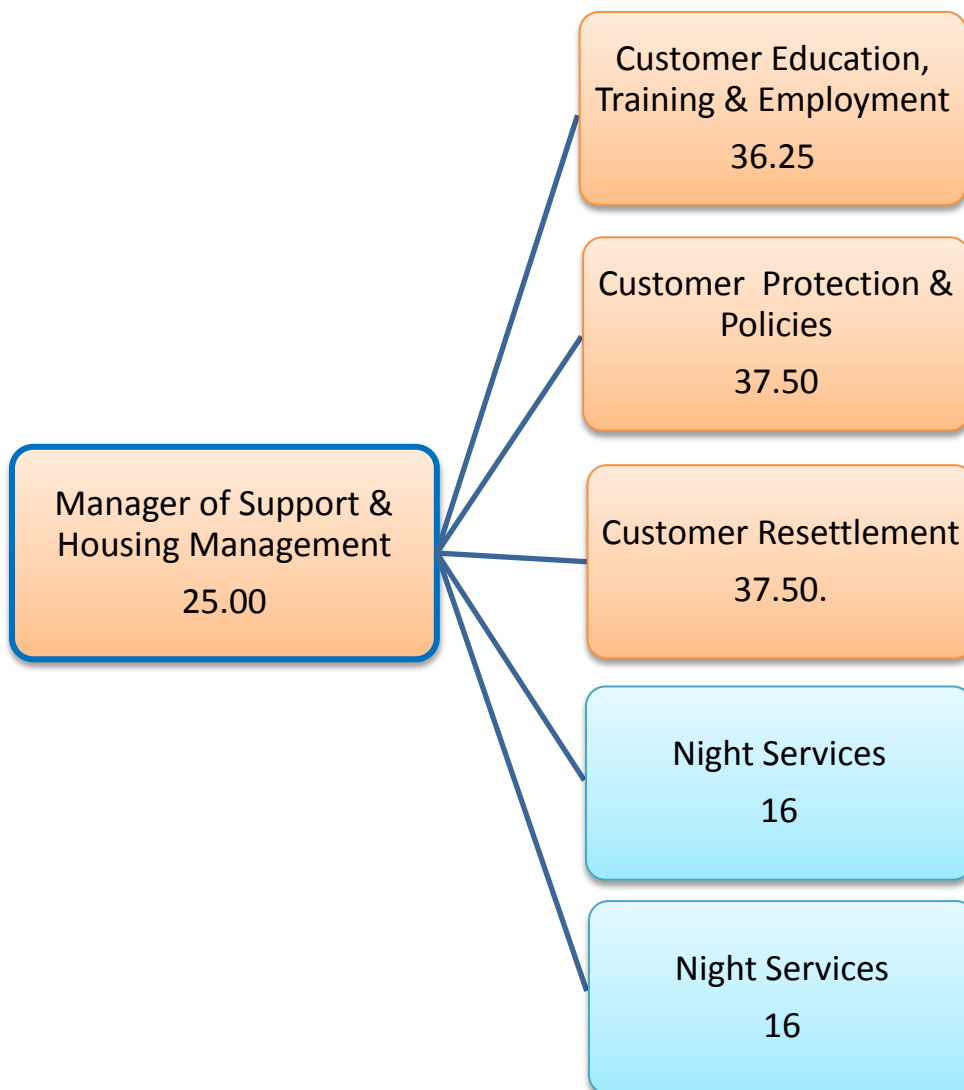
The Joiners (Ribble Valley Homes)	The Sidings (Places for People)
<ul style="list-style-type: none"> • Ribble Valley 24 hour call centre (housing management issues and support signposting) • Support Services contact number 	<ul style="list-style-type: none"> • Places for People 24 hour call centre (housing management issues and support signposting) • Support Services contact number

Via an on-call rota local managers respond to out of office hours situations. A senior manager is on-call if the situation requires escalation. Services have a contingency plan which links into a Business Continuity Plan for emergency situations.

Words 490

Please insert your written response here

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Words 490

Word Count: 500 maximum. The staff structure diagram will not be included in the 500 word limit.

2. Operation of the service (51%)

1. Provide two different examples on how you will effectively communicate and engage with young people?

Your evidence should be something that would be used with young people at local service level to raise awareness and/or promote engagement. Examples might include service leaflets, information sheets, posters, promotional publicity, film or other form of media /communication channel developed by your organisation. Please upload your two different examples in the box below.

This question will be marked out of 4 and carries a weighting of 5%

Please insert your response here

Example 1 Film



At Places for People our goal is to support clients through a journey to achieve what they want out of life. From our experience of working with a wide range of clients, we know that engaging with staff and maximising the support available is fundamental in realising goals and aspirations.

We have found that the most powerful tool in encouraging engagement is sharing the experiences of others who have been in similar situations. Film is an excellent medium to reach people as they can watch alone, with others and as many times as they need before making a decision to engage.

The following are films we have created in other support services across the organisation.

Film 1

“13 Voices” is a film produced from creative writing and filmmaking workshops with young people who are homeless or at risk of being homeless. Young people share their experiences of being homeless and how moving into Dock Street, one of our support services in Newcastle and engaging in the many activities available transformed their lives.

All clients were consulted to ascertain interest in participating. We held house meetings and spoke to clients on a 1:1 basis and we were delighted at their enthusiasm and commitment.

The film has since been shown in a variety of settings including our local homelessness forum at the Town Hall & Civic Offices for audiences including local Councillors and the MP for South Shields, and others were staff from various housing providers, statutory agencies and commissioners.

One client featured in the DVD later became an employee of Places for People which was a fantastic achievement for her, and a great asset to us.

Dock Street Clients (13 Voices)

<https://vimeo.com/26547043>

Film 2

The second film is a joint production with the staff and young people at Dock Street, and again highlights the link between engagement and positive journeys.

Dock Street Service

<https://vimeo.com/51089579>

Film 3

The third film is a joint production with young-people and staff at our supported service Salford Foyer, Manchester.

At the Sidings and Joiners we will create similar films to promote how engaging with the staff and partners of the service can truly lead to achieving personal goals and aspirations.

We will also offer the opportunity to be involved with a DVD version of our customer handbook. We feel this would be an interesting way to showcase our service prior to someone moving in and make the service more inviting to prospective applicants.

Words 401

Example 2 Multi-media Screens



At Mill Bank Court in Preston, we use a multi-media smart screen in our reception area. This displays information about: internal and external activities; events and opportunities; information such as benefit changes, current affairs and items of interest; important dates and general information about the service. It also links into the service social media accounts and enables clients to keep informed on their mobiles wherever they are. The device offers touch screen technology and can be used to complete housing, benefit and job applications.

In our experience, we find that clients have often lead chaotic lifestyles with little attention paid to attending appointments and time-keeping. We know that to successfully live independently, it is vitally important to learn how to prioritise and

manage time.

Getting used to a new regime in a supported housing service can be daunting. There is lots going on and we like to use a variety of tools to inform clients of what is available, where and when, and reminders for appointments. We use different tools and techniques to reflect the individual preferences of our clients.

We have experienced that multi-media is an increasingly popular preference for clients to receive information and reminders. Mobile phones and TV screens are no longer only young people's gadgets.

We will have a multi-media smart screens in the reception areas of the Sidings and Joiners and this will be planned with and operated by our clients.

Words 238