

## KENT COUNTY COUNCIL

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### **SUPPORTING PEOPLE IN KENT COMMISSIONING BODY**

MINUTES of a meeting of the Supporting People In Kent Commissioning Body held in the Darent Room, Sessions House, County Hall, Maidstone on Monday, 29 July 2013

PRESENT: Mr P M Hill, OBE (Chairman), Cllr Ms J Anderson (Vice-Chairman), Cllr Mrs S Chandler, Cllr Mrs C Clark, Mr R Clark, Ms L Hemsley, Mr A Hammond, Mr K Hetherington, Cllr J Howes, Mr J Littlemore, Mr G Missions, Mr Peskett, Mr C P Smith (Substitute for Mr G K Gibbens), Mrs J Walton and Mr P Whitfield

ALSO PRESENT: Ms L Regan and Ms K McAllister - Chartered Institute of Housing

IN ATTENDANCE: Ms M Anthony (Commissioning and Development Manager), Mr G Cargill (Commissioning Officer), Mr D Garraway (Senior Accountant), Ms A Slaven (Director of Service Improvement) and Mrs A Hunter (Principal Democratic Services Officer)

#### **UNRESTRICTED ITEMS**

##### **1. Apologies**

*(Item 1)*

Apologies were noted.

##### **2. Introductions**

*(Item 2)*

##### **3. Declarations of Interest by Members in Items on the Agenda**

*(Item 3)*

There were no declarations of interest.

##### **4. Election of Vice-Chairman**

*(Item 4)*

Proposed by Mr Hill, seconded by Cllr Mrs Chandler and

Agreed that Cllr Mrs Anderson be elected as vice-chairman of the Supporting People Commissioning Body.

##### **5. Minutes of the meeting of 17 April 2013**

*(Item 5)*

The minutes of the meeting of the Supporting People in Kent Commissioning Body held on 17 April 2013 were approved as a correct record and signed by the chairman.

##### **6. Matters Arising from the Minutes**

*(Item 6)*

There were no matters arising from the minutes of the meeting held on 17 April 2013.

## **7. Troubled Families Project - Presentation**

*(Item 7)*

- (1) Angela Slaven, Director of Service Improvement – Customer and Communities, gave a presentation on the Troubled Families programme.
- (2) She said the aim of the programmes was to improve the life chances of Kent's most disadvantaged families by transforming and joining up public services thereby releasing money to re-invest in services for the wider community. She set out the numbers of troubled families in each district or borough involved in the programme over three years and the outcomes anticipated for each family, as well as explaining how the family intervention model worked and the sanctions and enforcement tools available. She concluded by saying there were clear opportunities to transform the way services are delivered and deliver significant savings.

## **8. Update on Floating Support in lieu of Planned Accommodation Based Services**

*(Item 8)*

- (1) Melanie Anthony – Commissioning and Development Manager introduced the report which provided the Commissioning Body with an update on the recent commissioning of floating support in lieu of accommodation based services.
- (2) She referred to six schemes that had recently been delivered in Sevenoaks, Dover, Maidstone, Shepway, Tonbridge and Malling and Swale and said that other planned schemes were unlikely to be delivered in the current financial year. She said that as the substantive floating support services had become established the demand for the floating support in lieu services had diminished and any spare capacity was being utilised to support the Troubled Families programme until November 2013 when the contracts would end. She said that the needs analysis currently underway would test the need for supported housing services and would inform future commissioning plans.
- (3) In response to a question it was said that: 25 members of staff from the floating support contract were undertaking initial assessments for potential participants in the Troubled Families programme.
- (4) It was also reported that the early termination of the contracts for floating support in lieu services might result in an underspend and the Commissioning Body was asked to consider using this underspend to provide further support to the Troubled Families Programme until 31 March 2014.
- (5) Agreed that:
  - (a) The update be noted;

- (b) Further support be provided, in principle, to the Troubled Families programme subject to consideration of a report at the next meeting of the Commissioning Body detailing the support allocated to each district.

## **9. 2013-14 Proposed Budget and 2012-13 Outturn**

*(Item 9)*

- (1) Dave Garraway, Senior Accountant (Service Support) tabled an amended report which provided an overview of the proposed budget for the 2013-14 financial year as well as confirming the final outturn for the 2012-13 financial year.
- (2) In response to a question about activity levels it was said that the returns for the first quarter had been received at the beginning of July and that this data could be circulated by email to the members of the Commissioning Body.
- (3) Agreed that:
  - (a) The proposed budget of £24,856,500 for 2013-14 be noted;
  - (b) The underspend of £387,300 for 2012-13 be noted;
  - (c) Activity data be emailed to all members of the Commissioning Body.

## **10. Needs Analysis Presentation**

*(Item 10)*

- (1) Kate McAllister and Lorraine Regan gave a presentation on their findings from the needs analysis. A copy of the presentation is at Appendix 1 to the minutes.
- (2) In response to a question it was confirmed that the next steps in the process was to further refine and challenge some of the data, collate the results from a stakeholder survey, analyse the findings from the stakeholder and service user events and produce a report for the next meeting of the Commissioning Body on 10 October 2013.

## **11. Any Other Business**

*(Item 11)*

The chairman thanked Robert Clark from Kent Probation and Janet Walton from Tonbridge and Malling Borough Council for their contribution to the work of the Commissioning Body and wished them well in their future careers.

## **12. Glossary**

*(Item 12)*

Agreed that the glossary be noted.

## **13. Date of Next Meeting**

*(Item 13)*

The next meeting of the Supporting People Commissioning Body will take place at 3pm on Wednesday 10 October 2013.  
(POST Meeting Note – the start time was amended at the request of the chairman)



Appendix 1

# Kent County Council Supporting People Needs Assessment –findings. 29<sup>th</sup> July 2013



# Introduction & methods



It is hoped that this analysis provides a useful starting point for identifying possible gaps and duplication in service provision, and that our findings can be used to inform Kent County Council's future commissioning plans for housing support services.

This analysis has brought together datasets about the volume (units), cost, quality and outcomes of services, as well as interviews from stakeholders, staff and providers.

This presentation will highlight some of the key issues and potential challenges and recommendations for you to consider

# Executive summary



- Kent County Council commissions approximately 280 separate housing support services and will spend over £24M in the current year
- The county's very diverse demographic and health profiles represent important challenges for how these services should be commissioned in the future
- As expected, services for a small number of client groups make up the majority of spend. Some services operate below expected utilisation levels and overall the average weekly cost in services varies according to the amount of support delivered and the hourly rate
- Existing services for older people with support needs currently make up around 80% of all units. It is likely that there will be a change in demand and the nature of that demand in the future
- There have been a number of improvements in quality and performance over the last 3 years. Short term services in some cohorts are achieving less than 80% of outcomes
- The number of new clients entering services dropped for many client groups in 2012

# Current service provision – overview



- Kent County Council will spend approximately **£24M** on 280 housing support services in 2013/14
- 80% of units are for older people with support needs
- Nearly **half** (46%) of the forecast spend is for short term accommodation based services
- Five client groups – older people, people with learning disabilities, people with a mental illness, homeless people, and young people at risk – make up around **three quarters** of total spend
- Generic floating support represents around **half** of the current floating support provision, both in terms of volume and spend
- HIA and alarm services are provided almost **exclusively** for older people

# Over-arching Issues



# Referrals and Allocations



- Wide range of different referral processes in place. One individual can be referred to various providers - all undertaking different assessments.
- Processes around 'move on' are difficult and there is work to do re promoting and developing the private rented sector to provide more choice
- Many areas have now amended allocation policies. Challenge is for providers to look at additional accommodations such as PRS. Manage expectations about clients not securing social housing
- Work more closely with PRS – tenancy certificate/rent deposit

# Floating Support



- New Floating Support nearly at full capacity
- Are there ways of capturing people earlier and doing more in respect of the prevention agenda.
  - Perhaps work with people prior to crisis Floating Support currently working with people in crisis, who are much more likely to lose their home
- All accommodation based services contracted to offer FS once the client moves on but some people may not have had access to supported housing but require low level floating support.

# Individual Client Groups



# Offenders



- Lack of pathways for offenders
  - No housing advice currently offered in prisons
  - Shortage of accommodation-based units for this client group
  - Are services effectively using the hours of support that are they are contracted to deliver and are the hours of support appropriate?
  - No dedicated resettlement worker for this client group
  - People in services are there for considerable time

# Homelessness



- Most of the County has lower than national average rates of statutory homeless, with the exception of Ashford and Dartford (which are significantly higher).
- Need to ensure that the FS service is available to people *at risk* of homelessness rather than just those that will become homeless
- Make better use of housing stock
- Need to understand why some service are not fully utilised
- Need to develop pathways through services
- Manage expectations of clients – not everyone will get access to social housing.
- Need to have a more even spread of homelessness provision across the county
- How can you use current provision to stop second night out ?

# Domestic Violence



- Potential gaps for service users with complex needs e.g. – substance misuse, severe mental health problems, learning disabilities, offending behaviour, gypsy/ travellers.
- Additionally, consideration should be given to the service needs of male victims of abuse.
- Whilst Kent refuges have always been open to clients aged 16+, there could be an increase in referrals for younger victims due to change in national definition of DV
- Unmet need for refuge in Tonbridge & Malling
- Is there an appetite to develop a county wide community DV service?

# Multiple Needs



- Gaps in provision for people with multiple/complex needs (including single people who are homeless/at risk of homelessness with mental health, alcohol and drugs needs, and / or a history of offending)
- Only one dual diagnosis 15 bed in Sevenoaks.
- Ex-service personnel - there is currently a need to understand the needs of this group better

# Substance Misuse



- Shortage of services
- Broadening and strengthening services to link in with other SP funded services

# Young People



- More 24 hour services are needed for young homeless people and less reliance on B&B accommodation
- Better pathways required
- There is a need to tackle hidden homelessness, especially amongst those leaving young offender institutions and those who have been in care
- YP services are now being delivered in Tonbridge and Malling, Dover, Shepway and Swale. Ashford and Sevenoaks remain undelivered
- Nevertheless, county-wide need for more accommodation-based services including temporary accommodation and emergency accommodation for young people, to underpin the Dartford model.

# Older People



- Lots of services for older people but are they the right services?
- Need for more choice and different housing options for older people as their circumstances and expectations change
- Need to address issues such as dementia, social isolation and mental health
- Rationalise community alarm provision?

# Learning Disability



- 44 contracts. Vast majority will have some or all of service users receiving care.
- Lots of supported housing hours going in to many services (14 hours per week)– Is there a better way of commissioning this to meet personalisation agenda ?
- Is the generic floating support reaching people with Learning Disabilities ?
- How long should people remain in Supported Housing – should there be an upper limit?

# Mental Health

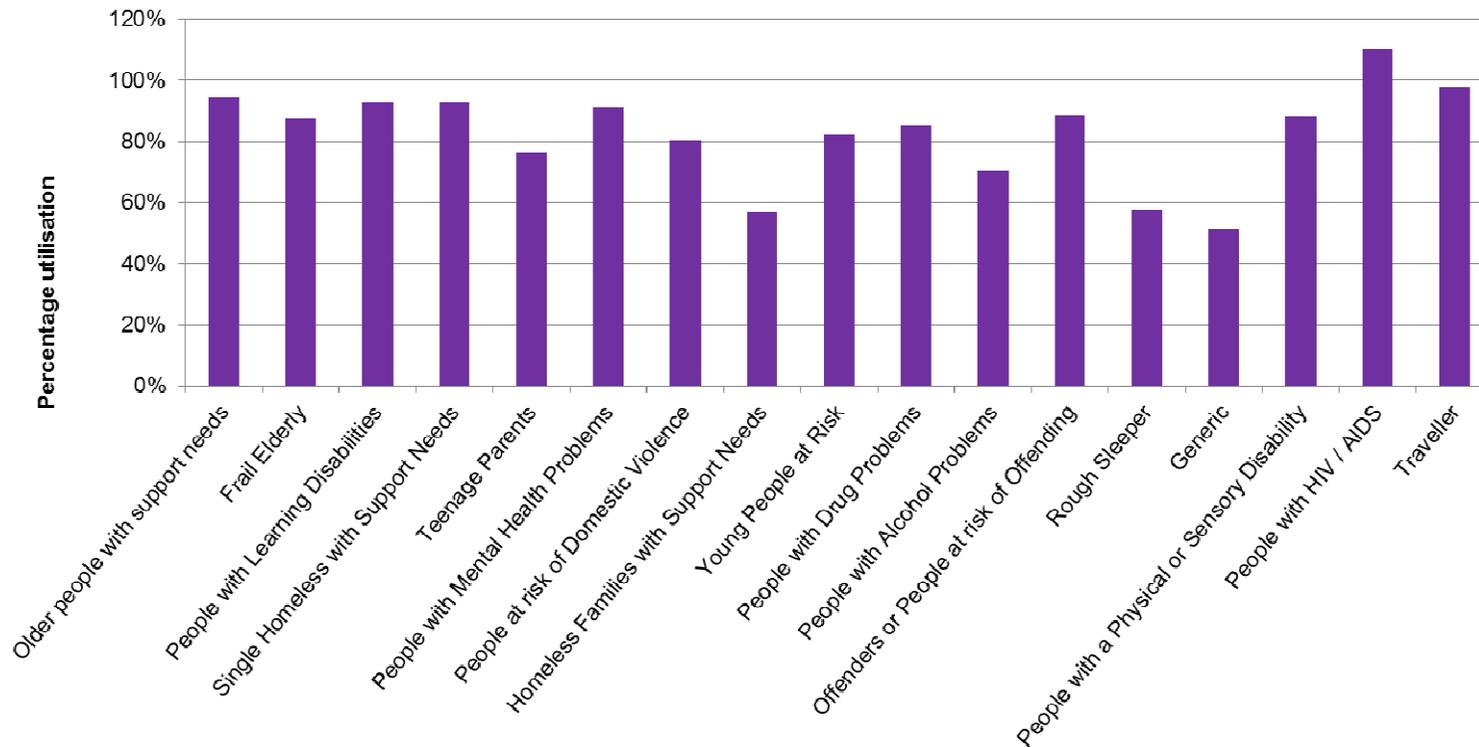


- Need for long term Mental Health services for those with low and medium needs
- Need clear pathways through and help people to move on. People presenting now with more complex needs and more substance misuse.
- Referral routes differ, depending on mental health teams. Need to unpick referral routes

# Utilisation by client group



- Services for some client groups (including the generic floating support service) are below expected utilisation levels



# Recommendations to consider



- Improve service models that support increased utilisation and throughput
- Utilise funding to commission new services in the right place where there is a real need for example dual diagnosis, homeless (including offenders),
- Older persons services – Needs of older persons are changing there is a need to review older persons services.
- Young People – better commissioning/work to address unmet needs/shared outcomes
- Tenancy ready/RDS/PRS

# Recommendations to consider



- Reduce numbers of contracts making programme more manageable to enable more flexible provision
- Introduce clear pathways in and out of services. So that people understand the journey they are on
- Consider upper limit for **some** long stay services - 2, 3 or 4 years max ?
- High numbers of support hours going in to some schemes need to consider reducing
- Explore the needs of ex-service personnel