



AGENDA

SUPPORTING PEOPLE IN KENT COMMISSIONING BODY

Tuesday, 22nd July, 2014, at 2.00 pm

Ask for: **Ann Hunter**

**Darent Room, Sessions House, County Hall,
Maidstone**

Telephone **(01622) 694703**

1. Apologies
To receive apologies for absence and notification of any substitutes present
2. Declarations of Interest
Members of the Commissioning Body are requested to declare any interests at the start of the meeting. Members are reminded to specify the agenda item number to which the interest refers and the nature of the interest being declared.
3. Minutes of the last meeting of the Commissioning Body held on 2 April 2014 (Pages 3 - 6)
To consider and approve the minutes as a correct record.
4. Minutes of the Core Strategy Group held on 9 June 2014 (Pages 7 - 10)
To note the minutes of the Core Strategy Group.
5. Supporting People Review - Presentation
6. Transforming Rehabilitation - Presentation by Mr H Cohn (Pages 11 - 22)
To receive a presentation from Mr H Cohn about changes in the Probation Service.
7. Offender Service Commissioning (Pages 23 - 28)
To receive a report setting out the intentions for commissioning an Integrated Offender Service in Kent, with a preliminary timeline for the commissioning process
8. Proposals for Underspend Pilots (Pages 29 - 38)

To receive a report summarising the work of the Core Strategy Group in identifying proposals and making recommendations for using the Supporting People budget reserves.

9. Budget/ Finance

To receive a report providing a forecast of the 2014-15 financial year.

10. Performance Management (Pages 39 - 48)

To receive and note a report on aspects of performance management within the Supporting People Services

11. Agenda Items for Future Meetings

12. Date of Next Meeting - 2pm on Tuesday 7 October 2014

EXEMPT ITEMS

(At the time of preparing the agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public)

Peter Sass
Head of Democratic Services
(01622) 694002

Monday, 14 July 2014

KENT COUNTY COUNCIL

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 Wednesday, 2 April 2014.

PRESENT: Mr P M Hill, OBE (Chairman), Cllr Ms J Anderson (Vice-Chairman), Cllr K Belcourt, Cllr Mrs C Clark, Mr H Cohn, Mr A Hammond, Ms L Hemsley, Mr K Hetherington, Cllr Mrs A Hicks, Cllr J Howes, Ms S Kaur, Mr G Peskett, Mr C P Smith (Substitute), Mr P Whitfield and Cllr J Wright

IN ATTENDANCE: Ms M Anthony (Commissioning and Development Manager), Mr G Cargill (Commissioning Officer), Mrs D Wright (Head of Commissioned Services), Mr K Tilson (Finance Business Partner - Customer & Communities) and Mrs A Hunter (Principal Democratic Services Officer)

UNRESTRICTED ITEMS

37. Apologies

(Item 1)

Apologies were received from Mr W Adetoro (Gravesham Borough Council), Cllr S Chandler (Dover District Council), Cllr J Cunningham (Tunbridge Wells Borough Council), Mr P Dosad, (Dartford Borough Council), Mr C George (Thanet District Council), Mr G Gibbens (Kent County Council), Cllr S Howes (Gravesham Borough Council) Ms T Kerly (Ashford Borough Council) and Mr J Littlemore (Maidstone Borough Council)

38. Declarations of Interest

(Item 2)

There were no declarations of interest.

39. Minutes of the last meeting of the Commissioning Body held on 28 January 2014

(Item 3)

Agreed that the minutes of the meeting held on 28 January 2014 be approved as a correct record and signed by the Chairman.

40. Minutes of the last meeting of the Core Strategy Group held on 27 February 2014

(Item 4)

Agreed:

- (a) That the minutes of the Core Strategy Group meeting held on 27 February 2014 be noted.

- (b) That quantitative data providing information about current and projected need for each cohort and used to inform the commissioning process be circulated to all members of the SPCB with the minutes of the meeting.

41. Re-Commissioning

(Item 5)

- (1) M Anthony (Commissioning and Development Manager) introduced three reports which set out the intentions for commissioning:
- an integrated domestic abuse service in Kent
 - services for homelessness
 - services for young people.
- (2) M Anthony said that the overall aim of re-commissioning was to provide a seamless service with a focus on outcomes and to consider opportunities to integrate with services being commissioned by public health and others
- (3) In response to questions it was reported that:
- Where a prime provider of services was appointed it was expected they would work with local charities and small organisations. Advice and training would be provided for small organisations about working in consortia.
 - Young people were defined as those between the ages of 16 and 24
 - Consultation with stakeholders would take place as part of the commissioning process
 - The next stage in the process would involve using the information from consultation events and other sources to develop detailed project plans.
- (4) The difficulty providing suitable accommodation for refugees was raised as was the need to work in collaboration with district and borough councils and other partners.
- (5) Agreed that the reports be noted.

42. 2013-14 Forecast and 2014-15 Budget

(Item 6)

- (1) D Wright (Head of Commissioned Services) introduced the report which provided a forecast of the outturn for the 2013-14 financial year and confirmation of the 2014-15 budget.
- (2) She said that the Core Strategy Group had considered the reserve at its meeting in February 2014 and planned to consider ideas for one-off or pilot projects at its next meeting. Any suggestions for using the reserve would be referred to the SPCB.
- (3) Resolved:
- (a) That the following be noted:
- (i) The projected outturn of £23,471.2 against the cash limit of £24,856.5K

- (ii) An underspend of £1,385.3k
 - (iii) The planned reduction in the 2014-15 budget of £2,400k.
- (b) That a paper be received on 7 October 2014 outlining the recommendations of the Core Strategy Group for the future use of the Supporting People reserve.

43. Performance Management
(Item 7)

- (1) M Anthony (Commissioning and Development Manager) introduced the report which highlighted aspects for performance management within the Supporting People services. Overall targets for the key performance indicators had been exceeded in Quarter 3 2013/14. Housing related support services had been delivered to 9,849 vulnerable people within sheltered, supported and floating support services which was an increase compared with Quarter 2. The report also highlighted some of the good practice that had enabled the achievement of the performance indicators.
- (2) It was reported that the Core Strategy Group had suggested that information about the client groups be included in Appendix 1 (Contractual Information) and this would be provided in future reports.
- (3) Agreed that the report be noted.

44. Agenda Items for Future Meetings
(Item 8)

Agreed that a presentation on the changes to the Probation Service be received at the next meeting of the SPCB on 22 July 2014.

45. Date of Next meeting - Tuesday 22 July 2014
(Item 9)

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DRAFT Core Strategy Group Minutes
Monday 9 June 2014
Wantsum Room Sessions House

Meeting	Core Strategy Group		
Date & Time:	9 June 2014 2.00pm	Minutes By:	Pam McConnell KCC Social Care Health & Wellbeing Directorate – Commissioned Services
Meeting Place:	Wantsum Room Sessions House	Job Title:	Senior Administration Officer
Present:			
Diane Wright	DiW	KCC – Head of Commissioned Services Social Care Health & Wellbeing (Chair)	
Melanie Anthony	MA	KCC – Social Care Health & Wellbeing Commissioned Services	
John Roach	JR	KCC – Social Care Health & Wellbeing Commissioned Services	
Jo Punis	JP	Representing Amber Christou, Swale Borough Council	
Gary Peskett	GP	Canterbury City Council	
Adrian Hammond	AH	Shepway District Council	
Ashley Stacey	AS	Thanet District Council	
Satnam Kaur	SK	Tonbridge & Malling Borough Council	
Jane Ellis	JE	Sevenoaks District Council	
Jane Rogers	JaR	Representing Kevin Hetherington, Tunbridge Wells Borough Council	
Howard Cohn	HC	Kent, Surrey & Sussex Community Rehabilitation Company (KSS CRC)	
Neil Coles	NC	Maidstone Borough Council	
Present for part of the meeting*			
Apologies:			
Tracey Kerly		Ashford Borough Council	
Amber Christou		Swale Borough Council	
Christy Holden		KCC - Families & Social Care Contracting	
Paul Whitfield		Dover District Council	
Kevin Hetherington		Tunbridge Wells Borough Council	
Michelle Goldsmith		KCC – Finance Business Partner	
Alison Haines		Dartford Borough Council	

Item No	Details of the Item/decisions taken	CSG Member responsible for action
1 & 2.	<p>Apologies & Introductions The group introduced themselves and apologies were noted.</p>	
3.	<p>Minutes of meeting 27 February 2014 The minutes were agreed as an accurate account</p>	
4.	<p>Actions and Matters Arising</p> <p>4.1 Actions: Actions 1 – 4 were noted as completed Action 5 – regarding contractual information number of units is broken down into client groups will follow with minutes. Action 1 Action 6 – quantitative data from the needs analysis on current and projected need to be sent out with minutes. Action 2</p> <p>4.2 Hostel Plus – Interesting project with the final analysis and outcomes to be sent out with the minutes. Action 3</p> <p>4.3 Matters arising – proposals for one off pilots The Chair opened the discussion by explaining that the proposals put forward would require a full briefing for the Commissioning Body and highlighting that not all would be approved. The proposals discussed were: 1. Entrenched Rough Sleepers</p> <ul style="list-style-type: none"> ○ high intensive service ○ 1:1 Keyworking – ‘hand holding/personalised’ ○ Incentivisation and support to private landlords ○ Stepping stone service getting clients tenancy ready ○ 2 pronged with small group accommodation ○ Engagement with Housing associations – what support do they need/ <p>Actions:</p> <ul style="list-style-type: none"> ● GP and AH to raise the proposal at the East Kent Housing Group. Action 4a ● HC to assist with gathering data from Probation. Action 4b ● CSG members to provide fresh data to evidence the identified need. Action 4c <p>2. Continuation of a Winter shelter scheme across Kent</p> <p>3. Mental Health access to emergency accommodation</p> <ul style="list-style-type: none"> ○ Access options available ○ One stop shop detailing where housing vacancies are ○ Dual diagnosis <p>Action JE to send details of client that had been referred for floating support for MA to investigate the length of time taken to accept</p>	<p>MA/PM</p> <p>MA/PM</p> <p>MA/PM</p> <p>GP/AH</p> <p>HC</p> <p>All</p>

	<p>referral. Action 5</p> <p>4. Young people</p> <ul style="list-style-type: none"> ○ More involvement with CAHMs ○ Asylum Seekers <p>Action: All to forward information to show case the type of service required. Action 6</p> <p>The group were reassured that Commissioning Officers responsible for the different client cohorts would be contacting CSG members requesting information on access to services and demand as that area of provision comes up for recommissioning.</p>	<p>JE/MA</p> <p>All</p>
5.	<p>Commissioning Plan: Offender Service</p> <p>The above paper gave the group an overview of the commissioning an integrated offender service in Kent.</p> <p>The group welcomed and approved the paper's presentation to the commissioning body with the following adjustments:</p> <ul style="list-style-type: none"> • inclusion of employability skills to the outcomes • Breakdown in the contract values for specialist services and floating support • Change of title as this service is for current offenders either, serving community sentences or those on parole rather than those who have completed their sentence. <p>Action: JR to amend the paper. Action 7</p>	<p>JR</p>
6.	<p>Performance</p> <p>The above paper provided detailed the performance management of the Supporting People services, with both KPI targets being exceeded in Quarter 4 2013/14.</p> <p>In agreeing for the paper to be presented to the Commissioning Body the group were assured that as services are recommissioned long-term outcomes will be included within all service specifications and will be recorded.</p>	
7. 7.1	<p>Any Other Business</p> <p>Commissioning Body – would it continue? The Chair explained that the new commissioning body chair would be Cabinet Member Chris Smith with the lead officer Mark Lobban who will be doing a presentation on facing the Challenge at the next meeting.</p>	

Action List

Action Number	Action and by whom	By when
1	Actions from previous minutes Action 5 – regarding contractual information number of units is broken down into client groups will follow with minutes.	Asap
2	Action 6 – quantitative data from the needs analysis on current and projected need to be sent out with minutes.	Asap
3	Hostel Plus – Interesting project with the final analysis and outcomes to be sent out with the minutes.	Asap
4a	Matters arising Entrenched homeless service GP and AH to raise the proposal at the East Kent Housing Group.	End of June
4b	HC to assist with gathering data from Probation.	End of June
4c	CSG members to provide fresh data to evidence the identified need	Asap
5	Matters arising Mental Health access to emergency accommodation JE to send details of client that had been referred for floating support for MA to investigate the length of time taken to accept referral	Asap
6	Matters arising Young people All to forward information to show case the type of service required	Endo of June
7	Commissioning Plan Offender Service JR to amend the paper with: <ul style="list-style-type: none"> • inclusion of employability skills to the outcomes • Breakdown in the contract values for specialist services and floating support • Change of title as this service is for current offenders either, serving community sentences or those on parole rather than those who have completed their sentence. 	22 July

Dates of Future meetings

1 September 2014 2.00pm – 4.00pm Swale Room 1, Sessions House

11 December 2014 2.00pm – 4.00pm Swale Room 1, Sessions House

Transforming Rehabilitation

Partners Slide Pack



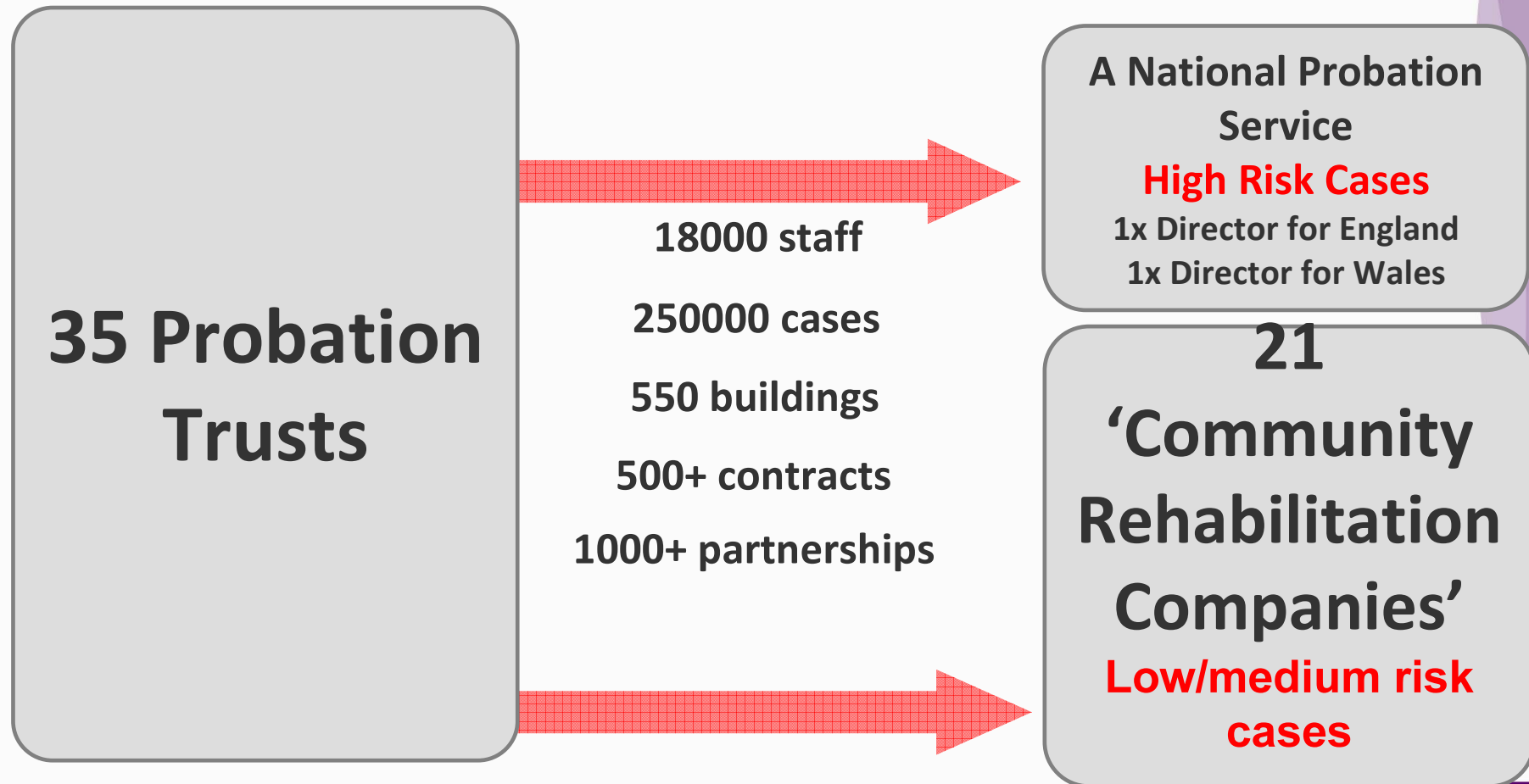
Reform Rationale

- Need to reduce re-offending rates especially those serving short-prison sentences
- Investment and new ways of working required to fund a rehabilitation requirement for all those sentenced to <12 months
- Greater flexibility to do what works
- More diversity of providers
- Greater collaboration with partners

Government Reforms

- **A new public sector National Probation Service will be created for England and for Wales:** high risk, public protection decisions, advice to the courts, victim liaison and approved premises
- **Every offender released from custody will receive statutory supervision and rehabilitation on release:** includes legislative changes so prisoners serving custodial sentences of <2 years will receive at least 12 months contact made up of licence and supervision
- **There will be a nationwide ‘through the prison gate’ resettlement service:** newly configured resettlement prisons
- **The market will be opened up to diverse range of rehabilitative providers:** There will be 21 contract package areas responsible for low/medium risk offenders and rehabilitative services. Kent is in a package area with Surrey and Sussex – one of the largest
- **New providers will be paid for results:** Provider’s payment will be paid through a combination of ‘fee for service’ and ‘payment by results’ payment mechanisms

Implementation – What?



Timeline

Phase 1

Design on paper

Complete detailed design work

Early testing of service models and HR plan with Probation Trusts

Test commercial model with potential providers

Phase 2

Start of restructure

Probation Trusts will cease to exist.

First stage of competition for lead providers

Supply chain partner identification and engagement process

31st May 2014

Phase 3

Testing

Implement new public sector Probation Service

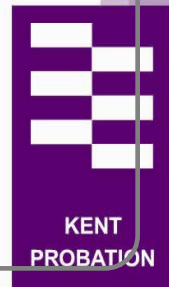
Shadow running Community Rehabilitation Company before competitions complete

Final stage of competitions to select lead providers
1st June – Sept/Oct

Phase 4

Go Live

New competed services go live
Build up of first cohort for payment by results measurement
1st January 2015
TBC



Partnership Overview

- Kent Probation will cease to exist from 1st June 2014
We will continue to maintain service delivery up until this time.
- From 1st June the organisation's work will split. Services will be provided by either the Kent, Surrey and Sussex Community Rehabilitation Company (CRC) or the new National Probation Service (NPS).
- Community Rehabilitation Company contracts scheduled to be awarded to new providers in January 2015.
- With new providers of offender resettlement services partnerships will be particularly important to reduce re-offending, protect the public and meet offender needs.
- Offenders and their offending needs will continue to exist and partnerships to address these needs will still be important.
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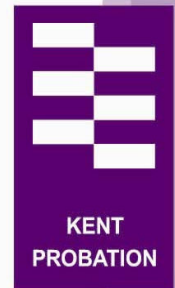
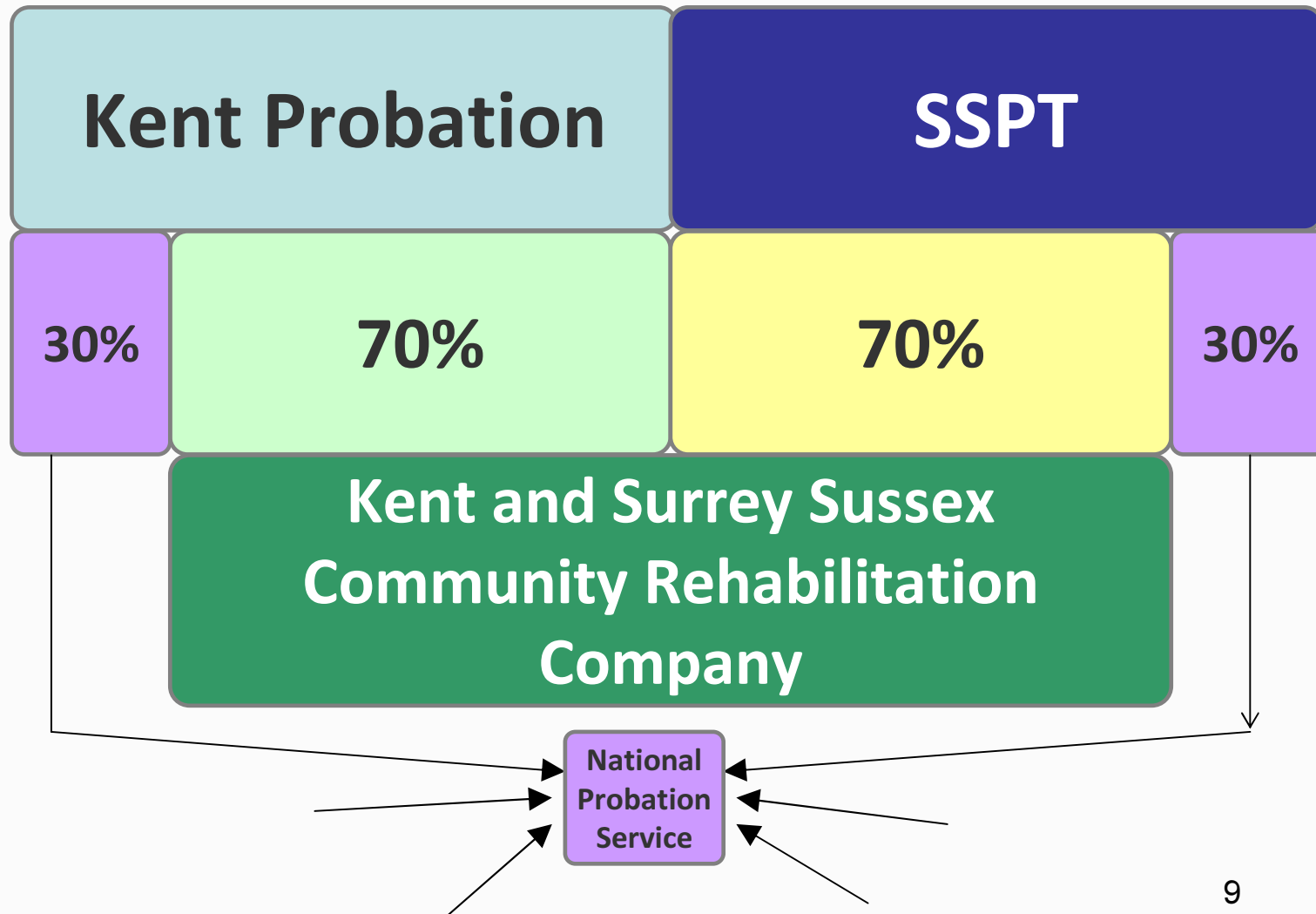
New National Probation Service (NPS) - remains a public service

- Initial risk assessment
- Court reports and advice
- MAPPA cases and those assessed as very high/high risk of harm
- Small number of public interest cases and cases that can cause 'profound concern' - e.g. terrorism offences
- 'Risk oversight' function

New National Probation Service

- Victim Liaison
- Local safeguarding responsibilities
- Approved Premises (e.g. Fleming House)
- Approx 30% of cases

Community Rehabilitation Company (CRC) - What is it?



Key Change: 21 Community Rehabilitation Companies

- Kent will be in the Community Rehabilitation Company covering Kent, Surrey and Sussex
- Each Community Rehabilitation Company will:
 - Manage medium risk and low risk of harm cases excluding MAPPA registered cases
 - Deliver Prison resettlement ‘through the gate services’
 - Deliver most Interventions, including Community Payback, Accredited Programmes and Specified Activity Requirements
 - Manage most Integrated Offender Management (IOM) offenders
 - Provide new short-sentenced prisoner supervision post release in the community.

New Community and Through the Gate Services

Prison Estate to be reconfigured to establish 'resettlement prisons' in local areas.

Kent's resettlement prisons are:

- Elmley
- Rochester
- Blantyre House
- Stanford Hill

Bidding for the Community Rehabilitation Company

- Probation Trusts cannot bid for Community Rehabilitation Company (CRC) contracts
- Kent Probation however has set up a new mutual provider called Co:here in partnership with 2 other agencies as part of a commercial bid capable of winning the Kent, Surrey and Sussex Community Rehabilitation Company contract. CRCs will be established as companies limited by guarantee and overseen by MoJ until contracts are awarded to new providers. At this point the CRCs will be sold to the successful bidder
- MoJ will maintain a small stake in the CRCs as a safeguard.

By: Mark Lobban Director of Strategic Commissioning, Social Care Health & Well Being Directorate

To: Supporting People Commissioning Body, 22 July 2014

Subject: Offender Service Commissioning

Classification: Unrestricted

Summary

The following paper sets out the intentions for commissioning an Integrated Offender Service in Kent, with a preliminary timeline for the commissioning process.

Recommendation: The Commissioning Body is asked to note the report.

1. Introduction

- (1) During 2013, the Commissioned Services Team commissioned a thorough analysis of the housing related support needs in Kent, which consulted with a number of key stakeholders, partner organisations and service users. The resultant information was used to inform the Commissioning Plan. Key messages from the analysis were:
 - a. No housing advice currently offered in prisons
 - b. No dedicated resettlement worker for this client group
 - c. Some offender services receive funding from both the DAAT and Supporting People. Such services should be jointly commissioned in future, to ensure shared outcomes and best use of resources
- (2) In January 2014 the Kent Supporting People Commissioning Body approved the proposed Commissioning Plan for Housing Related Support in Kent, which set out the reconfiguration and re-commissioning of housing related support services across the County.
- (3) This report presents the intentions and proposed initial timescales for commissioning offender services which are in 'Phase One'.

2. Context

- (1) The prison population in Kent was around 3,500 in November 2013.
- (2) Approximately 90% of the prison population have mental health and/or substance misuse problems.
- (3) Commissioning of offender services in Kent the provision has been patchy to date, with some areas of limited provision. Through pooling budgets and integrating services into one holistic contract, Commissioned Services will work to deliver improved outcomes as well as economies of scale.

3. Relevant priority outcomes

- (1) Improved capacity to establish and maintain independent living amongst offenders and those at risk of offending.
- (2) A reduction in repeat offending and return to prison establishments.
- (3) A reduction in homelessness/repeat homelessness and placement in temporary/ emergency accommodation amongst offenders and those at risk of offending.
- (4) A promotion of wider choice in housing opportunities.
- (5) The ability to access and sustain suitable accommodation.
- (6) Improved physical and mental health outcomes and a reduction in health inequality.
- (7) Effectively managed service users with substance misuse problems.
- (8) An increase in employability skills.

4. Overview of Offender Commissioning

- (1) The current model of service provision has separate contracts for each of the 9 specialist housing schemes providing 80 bed spaces across the county, 37 in the east and 43 in the west. There are two providers of this specialist support. There are 2 contracts with two providers for floating support services delivering 26 units in the west and 32 units in the east. The current total annual value of the supported housing contracts is £648,440. The value of the floating support contracts is £94,519. In the year commencing April 2013 there were 71 positive departures from the specialist housing schemes, and 55 completed their support programmes provided through the floating support services.
- (2) It is proposed that a new model is introduced where a holistic, integrated offender service is tendered for East Kent (Thanet, Canterbury, Dover, Shepway, Swale and Ashford districts), and the same model is tendered in West Kent (Dartford, Gravesend, Sevenoaks, Tunbridge Wells, Tonbridge & Malling and Maidstone districts).
- (3) A competitive tendering exercise will be undertaken to commission with a prime provider to deliver services for offenders in each area. The provider will be commissioned to deliver or sub-contract a range of offender services including outreach provision in the community.
- (4) Prior to commencement of the formal tender process, events with provider organisations will be held to prepare for submitting bids, and to

encourage providers to explore opportunities for consortia particularly those from small charitable organisations.

- (5) The service specification will be subject to extensive consultation and market testing, but preliminary information indicates that to deliver the best outcomes it should include provision of the following elements:
 - a. Supported Accommodation
 - b. Outreach services
 - c. Peer mentoring service
 - d. A Rent Deposit Scheme
 - e. "Through the Gate" substance misuse management
 - f. Complementing the role of CCGs in Liaison and Diversion

- (6) The service will be gender neutral, providing sensitive and appropriate support to both women and men.

- (7) There will also be a focus on supporting sections of this client group who may have been viewed as 'hard to reach', such as those from Lesbian, Gay, Bisexual and Transgender (LGBT) communities, those with substance misuse and/ or mental health problems, gypsy/ travellers and those from minority ethnic backgrounds.

- (8) Service performance will be measured by a series of key performance indicators (KPIs) relating to service activity, quality and outcomes.

- (9) Key aspects of the tendering exercise are:
 - a. An integrated contract to deliver consistent services across the county
 - b. One prime provider for each contract (East Kent and West Kent) to facilitate greater flexibility in provision
 - c. A coordinated approach to commissioning services, pooling budgets where possible to offer economies of scale and seamless service provision

- (10) The tendering process will take account of the lessons learnt through previous experiences, namely the commissioning of Home Improvement Agency Services in 2012. Some of the key lessons from this process, as identified in the Commissioning Body Report of 28th January 2014 include:
 - a. Robust mechanisms of communicating intentions and progress with the Core Strategy Group and Commissioning Body through clear commissioning plans and progress reports.
 - b. A clear communication strategy which encompasses partners, stakeholders and bidders.
 - c. An appropriately formulated evaluation panel which includes professionals with specialist knowledge.

5. Delivery timescales

- (1) The table below summarises the proposed delivery timescales for the Offender tenders and provides an update on each stage.

Timescale	Stage
June 2014	Draft Integrated Offender Service Specification and Equality Impact Assessment ready for public consultation
July 2014 – August 2014	Undertake public consultations, market engagement event and publicise consultation report
September 2014 – December 2014	Competitive tendering and tender evaluation
1 January 2015	Contract award
January 2015 – March 2015	Service transition and mobilisation
April 2015 onwards	East Kent and West Kent Integrated Offender Service fully operational

6. Consultation

- (1) A full consultation will be undertaken to incorporate a range of service users, including those from hard to reach groups, stakeholders and partner agencies.
- (2) There will also be a robust market engagement process to test the market's appetite for the proposed procurement, and identify any required changes to the service model.

7. Financial Implications

- (1) Work continues to engage with partner agencies and commissioning organisations to look at opportunities to pool funding streams to deliver cohesive services, and possible efficiencies.
- (2) The final budget for each contract will be confirmed at a later date following the outcome of these discussions and configuration of each contract.

8. Risks

- (1) A risk register is being developed and will be maintained throughout the project.

9. Legal Implications

- (1) The competitive tendering process will ensure that contracts are tendered in a fair, open and transparent manner in line with Kent Commissioned Services commissioning framework and KCC's Spending the Council's Money.

10. Equality Impact Assessments

- (1) An Equality Impact Assessment (EqIA) is underway, and work is being done to ensure that the service commissioned does not disadvantage any particular group.

11. Sustainability Implications

- (1) Commissioned Services remains committed to ensuring environmental sustainability of the services it commissions. The service specification for the Kent Integrated Offender Services will include a requirement for the provider to minimise the adverse environmental impact of the services it delivers.

12. Conclusion

- (1) Kent Commissioned Services will be undertaking a robust commissioning and procurement process to enter into a contract with a single provider in each area to deliver a cohesive and integrated Offender service. There will be two contracts awarded – one in East Kent and one in West Kent.

13. Recommendations

This report is for information only. The Commissioning Body is asked to note the report.

Author Contact details:

John Roach
Commissioning Officer
Commissioned Services Team
01622 694877

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By: Mark Lobban, Commissioning Director, Social Care Health & Wellbeing Directorate

To: Supporting People in Kent Commissioning Body

Subject: Rough Sleeper Response Proposal

Classification: Unrestricted

Summary

This report summarises the work of the Core Strategy Group in identifying proposals for using the Supporting People budget reserves.

Recommendations:

The Commissioning Body is ask to agree:

- (1) To utilise available funding to continue the 'Hostels Plus' model introduced in 2013/14 to provide additional short term bed spaces for rough sleepers all year round
- (2) To extend funding to the rough sleepers outreach service to facilitate support to greater numbers and at a greater intensity of support using the existing evidence base.
- (3) To focus upon year round provision, rather than season limited services
- (4) For Commissioned Services to facilitate a discussion between the Generic Floating Support Service Provider and Swale Borough Council to further explore the SBC proposal from existing contract capacity
- (5) For Commissioned Services and Sevenoaks District Council to explore more effective use of existing rent deposit monies within the Sevenoaks area.

1 Introduction

- (1) At its meeting of April 2014 the Kent Supporting People Commissioning Body discussed potential uses for the Supporting People budget reserves.
- (2) It was agreed that the Core Strategy Group would work together to compile proposals for utilisation of the reserves.
- (3) The Core Strategy Group met in June 2014 to discuss potential uses for the reserves.
- (4) This report sets out the needs data collected, and the proposals put forward by partners in the group.

2 Context

- (1) Kent County Council Commissioned Services currently commissions two specialist entrenched Rough Sleeper Outreach services, which serve the whole County.

- (2) The East Kent Entrenched Rough Sleeper Service reported utilisation of 101.9% at the end of quarter 1 of 2014/15, supporting 72 clients over the course of the period. The service is contracted to support 37 clients at any one time, and is currently supporting 40 clients.
- (3) The West Kent Entrenched Rough Sleeper Service reported utilisation of 99.4% at the end of quarter 1 of 2014/15, supporting 55 clients over the course of the period. The service is contracted to support 37 clients at any one time, and is currently supporting 40 clients.
- (4) The current provider estimates that there are approximately 146 people currently rough sleeping across the County.
- (5) These figures do not account for the 'hidden homeless', which may include people sofa surfing and those in unstable or unsuitable housing. This group of homeless people is supported through the range of floating support services currently commissioned by Kent County Council. The generic floating support services are the services most suited to this group, and these services reported utilisation of 84.7% and 86.2% across East and West Kent respectively in quarter 1, indicating that there is capacity to support greater numbers within existing services.
- (6) Additionally, there are a number of specialist floating support services, including an Offender specific service, which currently reports utilisation of 65.4% in East Kent and 110% in West Kent, indicating greater capacity to support offenders in East Kent.

3 Proposals for Reserves Utilisation

- (1) The Core Strategy Group met in June 2014 and representatives were asked to provide suggestions for utilisation of the reserves. The responses received are detailed in Table 1 below:

Table 1:

District	Reserves Proposal
Ashford	To provide additional resources to enhance the coverage of the existing entrenched rough sleeper service
Canterbury	To provide additional resources to enhance the coverage of the existing entrenched rough sleeper service, on a more district focussed basis
Dartford	To provide funds to existing support agencies already working with rough sleepers (not commissioned through KCC) to enhance their provision. To provide 'sit up' beds in identified locations.
Dover	To provide additional resources to enhance the coverage of the existing entrenched rough sleeper service, on a more district focussed basis
Gravesham	Gravesend based YMCA, Foyers, single homeless specialist accommodation – linked with tenancy sustainment officers when ready for move on, accessibility to case equivalent rent deposit scheme –

	linked with specialist tenancy support for client groups with drug/alcohol issues
Maidstone	No Response
Sevenoaks	Introduction of initiatives to support accessing privately rented accommodation, and to attract private landlords to the sector.
Shepway	To provide additional resources to enhance the coverage of the existing entrenched rough sleeper service, on a more district focussed basis
Swale	Floating Support Officer to sit within the housing options team to provide advice and assistance to people as they come through the door and help with referrals to mental health services.
Thanet	A winter shelter provision placed within the community in the right area of Thanet would give an opportunity to capture the individuals that would not usually engage with local authority services and have a holistic approach to addressing all their issues; health, housing, employment etc. The necessary funding would be required to pool together existing local services and provide additional services where the area is lacking.
Tonbridge & Malling	Short stay direct access accommodation is a necessity as well as intensive support to help find more settled accommodation solutions
Tunbridge Wells	More personalised, intensive support for entrenched rough sleepers – focus on looking at their individual barriers to getting off the streets, and the addition of sit up beds in existing hostels
Kent Community & Rehabilitation Company	A scheme for offenders that provides access to very short term residential provision i.e. up to 3 months maximum stay, with sufficient non-residential 'key worker' staff to develop appropriate and individualised support packages.

- (2) Responses were received from 11 of the 12 district councils consulted, and the Kent Community and Rehabilitation Company.
- (3) The majority of respondents advocated funds being utilised to enhance the existing rough sleeper provision to deliver intensive support to the vulnerable rough sleepers in the county.
- (4) It has been proposed that this intensive support is delivered in conjunction with provision of short term, intensive supported housing bed spaces for this sector of the client group. The model proposed is broadly in line with the 'Hostels Plus' pilot initiative commissioned during 2013/14, details of which are included at Appendix 1.
- (5) It was also noted that this model requires robust move on processes and that the model should make provision for successful move on into the privately rented sector through the building of landlord relationships and access to deposit/ bond provision where none currently exists.

- (6) The Kent Community and Rehabilitation Company has proposed short term (up to 3-6 months) intensive residential accommodation to support the needs of offenders leaving custodial sentences and move them into settled accommodation. No property or capital funding has been identified for this proposal.
- (7) Sevenoaks District Council have identified that due to the low numbers of rough sleepers in the area their proposal is for funds to be allocated to attract private landlord and support access into the privately rented accommodation sector. Supporting People Rent Deposit Scheme monies remain available for use by Sevenoaks District Council.
- (8) Swale Borough Council also identified a lower need for rough sleeper services, and are instead proposing that funds could be allocated to their borough to provide a floating support worker within the Housing Options Team to support the large numbers of household presenting as in housing need with a mental health issue with referrals into appropriate support services.
- (9) One area (Thanet) has proposed that funding is used for a temporary Winter Shelter in the area. No property or capital funding has been identified for this proposal.

4 Rough Sleeping Levels in Kent

- (1) During the Core Strategy Group Meeting held in June 2014, meeting attendees were asked to supply most recent data regarding rough sleeping numbers in each area. The provided data is supplied below in Table 2:

Table 2

District	Rough Sleeper Numbers
Ashford	'Patchy' (no data provided)
Canterbury	22
Dartford	12
Dover	5
Gravesham	1
Maidstone	No Response
Sevenoaks	2*
Shepway	8
Swale	5*
Thanet	14
Tonbridge & Malling	7
Tunbridge Wells	9
Total Rough Sleepers	71

** These districts have proposed alternative priorities to the rough sleeper proposal favoured by the majority of other partners, as detailed later in this report.*

- (2) The Kent Community and Rehabilitation Company (CRC) has provided data to identify the number of 'No Fixed Abode' cases in Kent. This figure currently stands at 128, although it is expected that there will be some duplication with the data provided by district and borough councils.

- (3) The needs data supplied by the local authorities identified that most rough sleepers have additional support needs, predominantly substance misuse including street drinking and mental health needs.

5 Relevant priority outcomes

- (1) The priority outcomes of the existing entrenched rough sleeper service are:
 - a. a reduction in the levels of rough sleeping in Kent and where possible, reconnect rough sleepers from out of Kent to their areas of origin.
 - b. a reduction in the incidences of repeat homelessness
 - c. a reduction in health inequalities through improved access to both emergency and planned health care including improved access to mental health services, thereby reducing the rates of suicide and death by indeterminate causes
 - d. a reduction in crisis admissions to hospital
 - e. widen choice in housing and support
 - f. promotion of more stable lifestyles, social inclusion and community cohesion
 - g. promotion of opportunities to services users to access training education and employment opportunities including volunteering and direct employment
 - h. promotion of capacity building through peer support in order to enable service users to be empowered to move on from housing-related support and contribute to Kent's future prosperity

6 Delivery timescales

- (1) Rough sleeper provision in Kent could be delivered by existing service providers through variations to current contractual arrangements.
- (2) By not requiring a full procurement process the enhanced service would be deliverable in a short time frame, subject to consultation with the appropriate service providers.

7 Consultation

- (1) All 12 Kent district and borough councils were consulted to provide both needs data as to the level of rough sleeping in each area, and proposals for service models to address the need.
- (2) Participants were given 1 month to compile data and respond to the request for information.

8 Financial Implications

- (1) The scope and scale of any enhancement delivered to support rough sleepers will be dependent on the level of funding allocated, and would be time limited to the duration of any funding arrangements.
- (2) Preliminary projections indicate that a model of 'sit up' beds and intensive support to rough sleepers would cost in the region of £3,500 per client. There is likely to be an increased draw on the rent deposit scheme already distributed to districts and boroughs, of which large proportion remains unspent in some areas.

9 Risks

- (1) The risks are minimised through having services delivered by existing, tested service providers as an enhancement to current service provision.
- (3) Delivery will be monitored through existing performance and contract monitoring arrangements.

10 Legal Implications

- (1) The current contracts held with service providers allow for variations to be made to the scope of the service without undertaking a full procurement process.

11 Equality Impact Assessments

- (1) Any provision commissioned to support the needs of this client group will be required to work appropriately with all areas of the rough sleeping community, including supporting those who may be otherwise disadvantaged from accessing services.

12 Sustainability Implications

- (1) Commissioned Services remains committed to ensuring environmental sustainability of the services it commissions. As any provision would be an enhancement to existing contractual arrangements service providers would be required to extend their sustainability arrangements to this area of their business.

13 Conclusion

- (1) The consultation undertaken with District and Borough partners has identified the need for enhanced provision around the support and accommodation needs of rough sleepers across the County.

14 Recommendations

- (1) To utilise available funding to continue the 'Hostels Plus' model introduced in 2013/14 to provide additional short term bed spaces for rough sleepers all year round
- (2) To extend funding to the rough sleepers outreach service to facilitate support to greater numbers and at a greater intensity of support using the existing evidence base.
- (3) To focus upon year round provision, rather than season limited services
- (4) For Commissioned Services to facilitate a discussion between the Generic Floating Support Service Provider and Swale Borough Council to further explore the SBC proposal from existing contract capacity
- (5) For Commissioned Services and Sevenoaks District Council to explore more effective use of existing rent deposit monies within the Sevenoaks area.

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Appendix 1 Hostels Plus Overview.

The Commissioning Body agreed to an amount of the in-year underspend to be used to enhance rough sleeper provision.

1. Context

Following consultation with the Core Strategy Group, the Hostels Plus scheme utilised existing hostel and supported housing schemes to add very short-term, emergency capacity targeted at the most vulnerable rough sleepers through the winter months.

2. Brief

The enhancement provided additional staffing to enable :-

- safe assessment and admissions of vulnerable rough sleepers 24hr a day
- intensive work after admission to achieve settled accommodation e.g. reconnection with area of origin, into supported housing, with family or friends or own tenancy, using the SP rent deposit scheme available in local authorities.

The service would be linked closely to existing drug and alcohol provision and Kent Support and Assistance Service

3. Response

Two providers participated in Hostels Plus, providing additional “sit-up” accommodation in 6 locations in the county

- Tonbridge & Malling
- Tunbridge Wells
- Canterbury
- Dover
- Ashford

Providers utilised the Hostel Plus resource to supplement staff hours at the scheme to ensure the service was ready and able to safely manage admissions and work intensively with those who used the service.

4. Outcomes

In all, a total of **22 individuals** accessed the scheme. An existing service for rough sleepers was used as a central referral route.

At point for the referral, the **location** of the service users was as follows:-

Canterbury	12
Dover	5
Ashford	3
Thanet	1
Tunbridge Wells	6*

(*all had accessed the winter shelter 2 had previously been rough sleeping in Tonbridge and Malling one had come from East Sussex)

Though the majority (12) of the service users were British, the remainder came from other European countries including Poland (6) and one each from Latvia, Slovenia, Germany and Greece.

The **causal factors for rough sleeping** among the group varied. The most common were in relation to employment

Employment – Loss of job	4
Employment – Economic migration	4
Employment – Zero hours contract/irregular salary	1
Eviction incl. social/private rent – non compliance/arrears	4
Repossession	1
Relationship breakdown Family/Partner	4
Mental/Physical Health/Alcohol/Drug	2
Release from prison	1
Other*	1

* Partner taken into residential care, service use not on tenancy

Support Needs

In addition to needing help with accessing accommodation, Hostel Plus service users needed support to access help with a wide range of health conditions, managing finances, form-filling and applications and with work or training opportunities. A number needed help with getting help with alcohol problems and a small number needed with help with communication as English was not their first language.

Length of stay

Almost half (45%) of entrants used the scheme for two weeks or less with most of these needing the service for less than a week. Seven people needed to use the service for between two and 4 weeks and five accessed it for more than a month.

Accommodation All but two of the clients were helped into more stable accommodation.

Supported Accommodation	16
Private Rented	2
Shared House	1
Returned home	1
Returned to rough sleeping	2

5. Feedback from Providers

Providers have given very positive feedback about the project, the outcomes they were able to achieve and the opportunity to add another option to enable vulnerable people to move away from rough sleeping.

The ability to act quickly in bringing vulnerable rough sleepers into very short term settings was seen as of value in the intervention. One provider mentioned the support that Hostels Plus scheme gave to other local rough sleeping initiatives such as *Canterbury 22*; service users in this service were able to access the Hostels Plus service.

A number of challenges cited by the providers are in relation to the short set-up and duration of the pilot itself. There was a short period of time to recruit staff to this short term pilot which, for one provider, meant relying upon agency staff and the management issues this poses. This also had an impact on the induction process that provider would liked to have put in place. The timescales of the project also had an impact on the ability and desirability of raising awareness of the scheme.

In running the scheme, providers found managing risk to be a significant part of the work. Both providers cited that the nature of the scheme lead them to make decisions about acceptances into the service based on factors other than vulnerability e.g. to maximise access to the scheme, those with highest, most complex needs would remain in the service longer, reducing access to the service for others; where service users were to share a space, compatibility was also a consideration. Both providers mentioned access to move-on accommodation as being critical to the success of the scheme.

6. Conclusion

It is clear from providers that the pilot had some successful features which could be scaled up and replicated in future commissioning. The majority of those who used the Hostels Plus service moved successfully into more independent settings.

Whilst the informal structures such as eligibility, referral mechanisms in and out of the service, links to recovery services and information sharing were adequate for the very short term pilot, it is clear that should any similar scheme be rolled out, these structures should be more formalised.

Both providers expressed interest in a more formal arrangement to deliver a similar scheme in the future and one provider has already created such a facility themselves within their existing resource.

Case Study

S is a 50 year old man who had been rough sleeping in Tonbridge. He was accessing the Winter Shelter in Tunbridge Wells prior to using Hostels Plus. He'd been living with his partner in Tonbridge until she sustained life-changing injuries in a serious accident and had to move into residential care. S had no rights over the tenancy and became homeless.

S's history of alcohol issues had impacted on his ability to maintain employment and had been a factor in a previous eviction. Hostels Plus quickly helped him with alcohol treatment services locally to enable him to begin his recovery. In the relative stability of the scheme, staff enabled S to gain access to GP services, including prescription medication that he needed for better control of his epilepsy and manage his back pain, resulting in improved mobility.

In addition to his alcohol and health issues, S needed help to complete forms, maintain and access benefits, managing finances and finding further accommodation. S engaged well with the support staff at the scheme to achieve these goals.

S was keen to move to his own independent flat and was happy to consider private rent. He felt his previous tenancy problems were due to not having any support; knowing that the outreach support from Hostels Plus would be available to him, he was keen to have his own tenancy. S was supported to view and find a flat nearer his family support networks and to liaise with the landlord. He was enabled to secure a deposit for the rent through Tonbridge & Malling Borough Council and was supported through the application and award of vouchers for furniture and white goods through the Kent Support & Assistance Scheme. He moved into his flat on the 1st April 2014, supported throughout the transition process by Hostels Plus who assisted him to set up new utility accounts, housing benefit etc.

S has settled in well in his flat and is making good progress living independently. He has reconnected with his family who now live nearby. He has the continued support of Hostels Plus who have linked him with the alcohol treatment provider in his new area, so he can continue on his recovery journey and is able to sustain his tenancy.

By: Mark Lobban Strategic Commissioning Director, Social Care Health & Wellbeing Directorate.

To: Supporting People Commissioning Body 22 July 2014

Subject: Performance Management

Classification: Unrestricted

Summary

This report highlights the aspects of performance management within Supporting People services. Overall targets for the key performance indicators have been exceeded again in Quarter 4 2013/14. Housing related support services have been delivered to 9,767 vulnerable people within sheltered, supported and floating support services.

Recommendation

The Commissioning Body is asked to note the report.

1. Introduction

- (1) This report contains performance information relating Quarter 4 of 2013/14.
- (2) Data is provided on the targets agreed by the Commissioning Body for Key Performance Indicators 1 and 2 for 2013/14.

2. Key Features

- (1) Since the last report the providers' achievements in Quarter 4 are as follows:
 - 9,767 people in sheltered housing, supported accommodation and floating support services were helped towards attaining independence.
 - The number of people who have left long term services and who have achieved independence was 381. **(Appendix 3)**
 - 344 people moved on successfully from short term services. This accounted for 90% of departures, a significant increase from 83% in Quarter 3. **(Appendix 3)**
 - 20% of all departures from short term services were to private rented accommodation, an increase from 14% in Quarter 3. **(Appendix 3)**
- (2) The overall key performance indicator target of 98.2% for Long Term Accommodation (KPI1) has again been met. Of the 110 services that report against this indicator 93 met or exceeded the target with 74 services attaining 100%. **(Appendix 2)**
- (3) The overall key performance indicator target of 80% set for Short Term Accommodation based services (KPI2) has been met in Quarter 4, with

Resettlement Services achieving the KPI target once more after a fall in achievement in Quarter 3. **(Appendix 2)**

(4) In 2013/14 the provider's key achievements are as follows:

- 12,612 people in total in sheltered housing, supported accommodation and floating support services were helped towards attaining independence.
- 1,442 people left long term services and achieved independence.
- 1,395 people moved on successfully from short term services.
- 86% of outcomes sought were achieved for individuals in short term services and 92% for individuals in long term accommodation services. **(Appendix 4)**

3. Conclusion

- (1) Supporting People services continue to deliver effectively with achievements noted for long term and short term services. Key performance indicators have been met in Quarter 4 and have improved from Quarter 4 2012/13.
- (2) The number of clients moving from short term services in an unplanned way has decreased significantly. A higher proportion of people moving on from short term services moved into private rented accommodation between Quarter 3 and 4.

Recommendations;

The Commissioning Body is asked to:

1. Note the report

Background Documents

None

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Appendix 1 Contractual Information

Appendix 2 Key Performance Indicators

Appendix 3 Destination data

Appendix 4 Outcome Data 2013-14

Appendix 1 Contractual Information

Service Type	Contracted £	Units
Short Term Accommodation	£10,877,921	1092
Long Term Accommodation	£4,665,924	537
Floating Support Service*	£4,115,736	1563
Sheltered Housing	£2,790,738	5543
HIA	£583,077	
Community Alarms	£416,234	8870
Extra Care	£128,940	254
Leaseholders	£11,883	

**Includes floating support in lieu*

Appendix 2 Key Performance Indicators

4. Key Performance Indicator 1 Quarter 4 (Jan - April 2014)

- (1) The overall target of 98.2% against **Key Performance Indicator 1 (KPI1)** in quarter 4 (Jan 14 – April 14) of 2013/2014 (Figure 1)

Figure 1 Key Performance indicator 1 – Achieving or maintaining independence Target 98.2% (Long term accommodation and Floating Support)

KPI 1 Target 98.2%	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	YTD 2013/14
Accommodation (97 services)	95	97.3 (6638)	99.1 (6501)	99 (6494)	98.8 (6416)	98.6
Floating Support (13 services)	92.3	98.8 (1499)	96 (1523)	95.9 (1750)	98 (1783)	97.2
Overall KPI1	94.6	98.5 (8137)	98.5 (8032)	98.3 (8244)	98.6 (8217)	98.5

(110services)

- (2) Overall KPI 1 has been exceeded again this quarter.
- (3) The steady increase of Floating Support referrals continued into quarter 4, and while the KPI target was not met by 0.2%, a vast improvement has been seen since quarter 4 2012/13 (92.3% in quarter 4 2012/13 to 98.0% in quarter 4 2013/14).

5. Key Performance Indicator 2 - Quarter 4 (Jan - April 2014)

- (1) The overall target set for KPI 2 has been met in Quarter 4

Figure 2 Key Performance Indicator 2 - Percentage of planned move-ons from short term services Target 80%

KPI2 Target 80%	Q4 2012/13	Q1 2013/14	Q2 2013/14	Q3 2013/14	Q4 2013/14	YTD 2013/14
Accommodation (88 services)	82.4	78.5 (295)	82 (315)	88.8 (301)	80.7 (271)	82.5
Resettlement service (2 services)	66.2	71 (88)	87.2 (68)	73.2 (41)	80.2 (73)	77.9
Overall KPI 2	79.6	76.6 (383)	82.9 (383)	86.6 (342)	80.6 (344)	81.7

(90 services)

- (2) The overall KPI 2 figure continues to be achieved. 67 of the 90 services that report against this indicator met or exceeded the target with 38 of those attaining 100%.
- (3) Improvements continue to be noted for the two resettlement services for rough sleepers, with both achieving the 80% target in quarter 4.
- (4) Following work with providers the number of services reporting unknown destinations has decreased continuously throughout the year, from 53 in quarter 1 to 15 in quarter 4. Efforts continue to improve data quality in provider returns and improve provider practices.

Appendix 3 Destination data

6. Destination data- Quarter 4 (Jan – April 2014)

- (1) A total of 958 people left housing supported services in Quarter 4, with the majority leaving in a successful, planned way having been supported to achieve greater independence.
- (2) Of the 344 planned moves from short term services, 159 were made into the social rented sector. In addition, the proportion of people moving from short term services in a planned way to private rented accommodation increased from 16% in Quarter 3 to 22% in Quarter 4.
- (3) Decreases in the number of people leaving short term services in an unplanned way have continued throughout the quarters from 68 in Quarter 3 to 37 in Quarter 4.

Figure 3 Departures destinations achieved in Quarter 4

Floating Support, Long Term Accommodation (KPI 1)

Departure Reason KPI 1	Total
Moved into Independent accommodation / completed support programme	350
Died	82
Care/Nursing home/Hospice/Hospital	61
Other Unknown	32
Sheltered Housing	16
Long term supported housing	15
Short Term Supported Housing	9
Taken into custody	9
Evicted	2
Abandoned Tenancy	1
Total	577

Short Term accommodation (KPI2)

Departure Reason KPI 2 - planned	Total
Staying with friends / family	96
Sheltered / Supported Housing	82
Social Rented	80
Rented private	77
Previous Home	5
B&B	2
Prison	2
Total	344

Departure Reason KPI 2 - unplanned	Total
Staying with friends / family	27
Rented private	5
Previous Home	2
Social Rented	1
B&B	1
Supported Housing	1
Total	37

Appendix 4

7. Outcome Data

- (1) Short term accommodation providers are required to complete an Outcome return for every client who leaves a short term support service. Returns do not need to be completed if the client moves within a single service. Providers submit Outcome returns to the Centre for Housing Research at St Andrews where the data is collated and made available to local Commissioning Authorities.

- (2) A summary of the **outcomes achieved in short term services** such as supported housing and floating support in 2013/14 (April 2013 – March 2014) across the five themed domains is supplied in **figure 4**.

Figure 4 Performance of floating support and short term accommodation based services against the Outcomes Framework April 2013 – March 2014

Total 3102 individuals

Type of Support	Number of individuals who required this support (of 3102 individuals)	Number of individuals who had successfully achieved this outcome at point of departure	As a % of those who required this support
Achieving Economic Wellbeing			
To maximise Income	2540	2413	95%
To reduce debt	1221	1006	82%
To obtain paid work	698	272	39%
Enjoy and Achieve			
To participate in training/education	892	840	94%
To participate in informal learning	599	546	91%
To participate in work-like activities	574	420	73%
To establish contact with external groups	2131	2011	94%
To establish contact with family	1087	1041	96%
Be Healthy			
Manage physical health	1383	1274	92%
Manage mental health	1326	1140	86%
Manage substance misuse issues	890	634	71%
Technology helping to maintain independence	117	107	91%
Stay Safe			
To maintain their accommodation	1797	1484	83%
To secure/obtain settled accommodation	2418	1891	78%
To comply with statutory orders	425	337	79%
To better manage self harm	334	298	89%
To avoid causing harm to others	261	223	85%
To minimise risk of harm from others	678	599	88%

Make a positive Contribution			
To develop confidence and choice	1884	1752	93%

- (3) The return rate of outcomes submitted for clients leaving short term services has improved significantly through the financial year, from 85% in Quarter 1 to 92% in Quarter 4.
- (4) Providers made returns in respect of 3102 individuals who left short term services from April to March 2014. The number of outcomes each individual may seek during their stay within the service will vary and almost all service users seek more than one outcome whilst they are using the service. Providers have successfully delivered 86% of the outcomes sought by service users on their individual support plans. The total number of individuals seeking work or work-like activities in long term services is significantly lower than the number seeking such outcomes in short term services.

Figure 5

- (5) Long term accommodation providers are required to complete an Outcome return annually for every client included in a sample of all service users at the beginning of the year. The sample is compiled of 33.3% of all clients accessing services for older people and 50% of clients accessing all other services. The submission must reflect the support plan and achievements of the individual service user. Providers submit outcome returns to the Centre for Housing Research at St Andrews where the data is collated and made available to local Commissioning Authorities.
- (6) A summary of the **outcomes achieved in long term services** such as sheltered housing, supported accommodation in 2013/14 (April 2013 – March 2014) across the five themed domains is supplied in **figure 5**.

Total 1397 individuals

Type of Support	Number of individuals who required this support (of 1397 individuals)	Number of individuals who had successfully achieved this outcome at point of departure	As a % of those who required this support
Achieving Economic Wellbeing			
To maximise Income	829	810	98%
To reduce debt	112	92	82%
To obtain paid work	98	13	13%
Enjoy and Achieve			
To participate in training/education	165	108	65%
To participate in informal learning	425	390	92%
To participate in work-like activities	167	107	64%
To establish contact with external groups	566	550	97%
To establish contact with family	289	279	97%
Be Healthy			
Manage physical health	688	620	90%
Manage mental health	314	287	91%
Manage substance misuse issues	43	36	84%
Technology helping to maintain independence	817	795	97%
Stay Safe			
To maintain their accommodation	545	542	99%
To secure/obtain settled accommodation	242	214	88%
To comply with statutory orders	18	13	72%
To better manage self harm	70	64	91%
To avoid causing harm to others	41	39	95%
To minimise risk of harm from others	188	180	96%

Make a Positive Contribution			
To develop confidence and choice	530	513	97%

- (7) Long term supported housing services include 34 contracts for retirement, sheltered or very sheltered housing schemes. These services account for 5797 households of older people.
- (8) Providers made returns in respect of a sample of 1397 individuals accessing long term services between April 2013 and March 2014. Providers have successfully delivered 92% of all outcomes sought by service users on their individual support plans. Across the majority of outcomes, achievement rates are high, especially within Staying Safe, Be Healthy and Make a Positive Contribution.