

## **REPORT**

**By:** Angela Slaven – Director of Youth and Community Support Services,  
Communities Directorate

**To:** Supporting People in Kent Commissioning Body

**24 June 2010**

**Subject:** The Kent Five-Year Supporting People Strategy 2010-15

**Classification:** Unrestricted

**For Decision**

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**Summary:** The report presents a summary of the discussions with stakeholders that followed the presentation of the Kent Supporting People Strategy 2010-15 at the Commissioning Body in March 2010.

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### **1.0 Introduction**

- 1.1 The Supporting People team presented a second draft of the Supporting People Strategy 2010-15 to the Commissioning Body in March 2010 that incorporated feedback received since the first draft had been distributed to stakeholders in December 2009.
- 1.2 The strategy was based on a consultative approach within the context of an evaluation of current supply, balanced against identified need within an envisaged allocated budget.
- 1.3 During the course of a wide ranging discussion some members of the Commissioning Body raised concerns around some of the strategy's proposals. Whilst the Commissioning Body agreed the principles of the strategy there was a consensus that the details of the strategy could not be agreed on that occasion and required further discussion with Councils and Kent Adult Social Services (KASS). The outcomes from those meetings were to be reported to the next meeting of the Commissioning Body.

### **2.0 Context**

- 2.1 Meetings were arranged with individual Councils and Kent Adult Social Services. At the time of writing this report, the Supporting People team has had discussions with ten councils but had not yet been able to meet with Ashford Borough Council or Kent Adult Social Services. The Chair of the Commissioning Body was present at meetings with Canterbury City Council, Maidstone Borough Council and Tonbridge & Malling Borough Council. The Chair of the Core Strategy Development Group was present at the meetings with Maidstone Borough Council and Tonbridge and Malling Borough Council.

### **3.0 The Summary of Discussions**

3.1 The discussions with the key stakeholders centred around three key issues:

- The reduction of housing related support provision in long term supported accommodation from 17.5 hours per service user per week to 10 hours per week
- The reduction in the weekly rate paid to providers of extra care sheltered accommodation based services from £60.13 to £10.24-12.24 per service user per week
- The reconfiguration of all floating support into countywide or east or west Kent wide services leading to a reduction from 72 services to approximately 20 services. This would have led to the decommissioning of all district based services.

3.2 The proposal to reduce hours of support provision in long term accommodation based services was based on a task analysis survey carried out by the Supporting People team and views expressed by some providers that identified that in many such services not all the support delivered to service users over 17.5 hours per week was housing related support as defined in the Kent Supporting People eligibility criteria. However, concern was expressed that where Supporting People funding was reduced providers would seek alternative funding sources that may be detrimental to other key stakeholders.

3.3 The proposals to reduce the funding of extra care sheltered care provision were based on the assumption that the housing related support delivered did not differ from the support provided within mainstream sheltered accommodation. It was felt that implementation of this proposal would affect some stakeholders disproportionately.

3.4 The strategy enshrined the principle that floating support services needed to be delivered in a way which enhanced the ability to reduce capacity as and when grant funding reduced. The intention was also to make the delivery of floating support more efficient and effective. There was also a need to reduce the length of time of delivery. It has been demonstrated that approximately 75% of floating support is required for no longer than a year's duration. The reduction of the length of service delivery time (with provision to request an extension of six months) would enable more service users to access the service.

### **4.0 The Outcome of the Discussions with Stakeholders**

4.1 The Supporting People Programme made a number of proposals to attempt to resolve the key areas of concerns expressed by stakeholders.

- It was proposed that the reduction of support hours from 17.5 hours to 10 hours per week per service user would be achieved on a case by case basis through individual discussion with support providers and other key stakeholders including service users. If the discussions proved satisfactory action would only be taken where the undertaking was given by the provider that they would not seek alternative funding from other funding sources related to key stakeholders. Every stakeholder consulted agreed with the proposal set out above.
- It was proposed that extra care accommodation based services would be benchmarked on the same basis as mainstream sheltered accommodation based services. The benchmarking exercise would lead to all extra care sheltered housing services remaining unaffected by any changes with the exception of two Housing

Associations where the charges are £60.13 and £49 per service user per week. Every stakeholder consulted agreed with the proposal set out above.

- It was proposed that floating support should be reconfigured on a countywide or east or west Kent basis. The Supporting People Programme also proposed that generic floating support should be commissioned on a north/east/south and west basis. It was also proposed that the maximum duration of floating support should be reduced to one year. Every stakeholder consulted agreed with the proposals set out above with the exception of one district/borough.

4.2 Every stakeholder consulted agreed with all the proposals set out above with the exception of one district/borough.

4.3 One other district/borough requested that certain issues should be addressed in the implementation of the strategy:

a) The Supporting People Programme should have due regard to the potential impact of the reduction in floating support and its consequent effect on the vulnerable people in Kent

b) The Supporting People Programme would ensure that all changes to service provision within the strategy would be implemented in cooperation with KASS

c) The Supporting People Programme would ensure that the retendering of floating support was dealt with in a way that reduced any potentially detrimental impact on providers/service users as much as possible.

The Supporting People Programme fully endorses the recommendations above.

## **5.0 The Kent Supporting People Strategy 2010-2015**

5.1 It is proposed that the draft strategy is agreed with the above revisions made in relation to its implementation.

5.2 The amendments are highlighted and underlined within the strategy document attached at Appendix One.

## **4.0 Service User Consultation**

4.1 During the development of the strategy the Supporting People Programme consulted with 72 service users as part of a range of focus groups. Members of the Service User Panel attended the consultation conference in September 2009 and had a private meeting with members of the team to discuss the strategy further. In addition a further 250 service users provided feedback through electronic surveys.

## **6.0 Customer Impact Assessment**

6.1 Following an initial screening of the first draft strategy, a further full screening has been carried out. The assessment is attached at Appendix Two. The assessment has been agreed by the Communities Directorate Equalities Group.

## **7.0 Financial Impact Assessment**

7.1 The financial impact of the strategy is referred to separately within another paper being presented to the Commissioning Body. The paper includes a commissioning plan.

## **8.0 Conclusion**

- 8.1 This report presents a detailed summary of the discussions of the proposals that have been made by the Programme in order to address the concerns expressed by key stakeholders in relation to its implementation. The outcomes of the discussions have been incorporated into a final amended draft of the Kent Five-Year Supporting People Strategy 2010-2015.
- 8.2 The Supporting People Programme will submit an Annual Plan to the Commissioning Body in September 2010 subject to the approval of the draft strategy.

## **9.0 Recommendations**

The Commissioning Body is asked to:

- (i) Note the draft strategy
- (ii) Note that additional information for decision relating to the above report is contained within the exempt section.

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### **Background Information:**

Report Developing the Supporting People Strategy 2010-2015  
Report The Kent Five-Year Supporting People Strategy 2010-15

**Appendix 1:** Final Draft Kent Supporting People Strategy 2010-15  
**Appendix 2:** Customer Impact Assessment