

CUSTOMER IMPACT ASSESSMENT REPORT

PART A – GENERAL INFORMATION

A.1 Name

Kent Supporting People Strategy 2010-2015

A.2 Type

It is a strategic level document that sets out the way in which the Supporting People programme will deliver housing related support over the next five years. It sets out the direction of travel, agreed priorities and strategic actions to be undertaken in order to meet the housing related support needs of vulnerable people in Kent.

A.3 Responsible Owner

Claire Martin, Head of Supporting People

A.4 Date of Initial Screening

Written 5 Feb 2010

A.5 Initial Screeners

Ute Vann, Policy and Strategy Officer, Supporting People Team
Dawn Apcar, Service user Involvement and Consultation Officer, Supporting People Team

A.6 Date of Customer Impact Assessment

Written May 2010 (following further consultation about the strategy with stakeholders)

A.7 CIA Team

Claire Martin, Head of Supporting People
Ute Vann, Policy and Strategy Officer, Supporting People Team
Dawn Apcar, Service User Involvement Officer, Supporting People Team
Kevin Prior, Contract Manager, Supporting People Team
Melanie Anthony, Performance and Review Manager, Supporting People Team
Andrew Bose, Public Involvement Manager, Communities
Mary Blanche, Equalities Lead, Communities

PART B – INITIAL SCREENING

B.1 Aims and Objectives

The Supporting People Programme delivers non-statutory housing-related support services that are defined as “*support services which are provided to any person for the purpose of developing that person’s capacity to live independently in accommodation, or sustaining his (sic) capacity to do so...*”¹. It is a partnership of Housing, Kent County Council, Health, Probation, providers and service users and currently supports around 29,000 vulnerable people.

The Programme commissions the provision of housing related support in long term and short term accommodation based supported housing including sheltered accommodation, and through floating support that can be delivered in people’s own homes wherever they live, community alarms and Home Improvement Agencies.

The overall challenge for the strategy is to rebalance the Supporting People programme within the context of having to address an overspend as from 2011-12 and a potential future reduction in grant funding. The grant is £32 million but the programme currently spends just over £34 million.

The overall aims of the Supporting People Strategy 2010-2015 are to work in partnership to deliver where possible needs led, value for money, high quality housing support services for vulnerable people to commission services that:

- Have the primary objective of housing-related support enabling individuals and households to acquire and subsequently sustain independent accommodation that is stable, appropriate to their needs and provides them with choice and who promote “independent living”.
- Have clear preventative benefits, promote well being and meet identified need. Preventing social exclusion and/or the deterioration in emotional, physical or mental health and well being among vulnerable people is fundamental to the successful maintenance of a home
- Link with the objectives of our partners in delivering the Programme
- Will be focused on the priority outcomes including the maximisation of independence and prevention
- Address the needs of socially excluded groups, particularly in areas of high deprivation, whose needs are not met by current support provision and that it will apply principles of equal opportunities and fair access. This will enhance diversity and social inclusion in local communities.

The strategy aims to achieve its objectives through:

- Targeting resources on clearly evidenced housing related support needs (in line with the Kent Eligibility Policy) of vulnerable people living in Kent’s communities that prioritise service delivery for those most in need
- Commissioning services that use resources and funding available across the key strategies to deliver better outcomes for service users and partners
- Generating additional income to reduce the reliance on the Programme
- Delivering efficient services that demonstrate value for money, operate to best value principles, and achieve locally and nationally defined quality standards

¹ Supporting People Grants (England) Conditions 2003

- Improving fair access and diversity to existing services and ensure that services are flexible and accessible to the wider local communities
- Ensuring that vulnerable people do not become dependent on support and that they can maximise their independence by moving on to independent living
- Service user involvement and consultation will be at the heart of the programme

B.2 Beneficiaries

The intended beneficiaries of the strategy are vulnerable people in need of housing related support services in Kent as defined in the Kent Supporting People Eligibility Policy. The Communities and Local Government Department has identified 21 Supporting People client groups:

- single homeless people with support needs
- rough sleepers
- older people with support needs
- frail elderly
- older people with mental health problems
- people with learning disabilities
- people with mental health problems
- families with support needs
- young people at risk
- care leavers
- people with a physical or sensory disability
- ex-offenders and people at risk of offending
- mentally disordered offenders
- people at risk of domestic abuse
- people with alcohol problems
- people with drug problems
- teenage parents
- people living with HIV and AIDS
- gypsies and travellers
- refugees

More than half of grant is spent on older people with support needs, people with learning disabilities, people with mental health problems and people with physical/sensory disabilities. Currently, three of the four groups not only attract the three highest grant spends by client group but, excluding generic floating support services, also the highest contracted unit numbers. Support for both older people and people with learning disabilities is predominantly provided through accommodation based services.

A summary of current supply and spend by client group is attached at appendix 1.

B.3 Classification

This strategy document has been classified as major because it:

- Affects a potentially large number of vulnerable people many of who belong to diverse communities including hard to reach and socially excluded groups such as homeless people, people belonging to Minority Ethnic groups and people of non-heterosexual orientation.
- Involves significant costs and resources

- Is of political significance because it suggests decommissioning of some services that the programme has identified as strategically not relevant and which might be classed as politically sensitive

B.4 Consultation and data

- Demographic data
- Current supply data
- Client record data of new clients accessing Supporting People services 2008-09
- Needs analysis data, including homelessness data (Sept 2009)
- Analysis of floating support referrals
- Previous strategic reviews of long term and short term accommodation based supported housing, floating support services and older persons supported housing
- Results from focus group consultations with members of potentially affected community groups as part of the development of this strategy
- Results from service user surveys carried out as part of the development of this strategy
- Feedback from the Supporting People service user panel
- Feedback from a member of the Rainbow Forum
- Feedback from other stakeholders in the Supporting People partnership, including providers

B.5 Potential Impact

A summary of the initial scoping highlighted that the strategy might disadvantage some groups of vulnerable people in order to prioritise support to a wider number of vulnerable people. This is because the strategy promotes the:

- Decommissioning of floating support services for older people in two districts and instead meet their housing related support needs through generic floating support services
- Decommissioning of specialist floating support for people with learning disabilities and physical disabilities and instead meet their housing related support needs through generic floating support services
- Decommissioning of supported lodgings service for care leavers that has restricted access and instead meet the group's housing related support needs through services being accessible to all young people at risk
- Reduce the maximum number of hours of support delivery within long-term supported housing where there is evidence that some support is not housing related in nature and providing there are no cost implications for Kent Adult Social Services. This is likely to affect people with learning disabilities and people with physical disabilities.

The Kent Supporting People Strategy 2010-2015 recognises that individuals from lesbian, bisexual, gay and transgender communities have particular vulnerabilities that may affect the nature of their housing related support needs in particular with regards to moving on from accommodation based supported housing into independent accommodation and proposes, over the life time of the strategy, to carry out further research into their housing related support needs.

B.6 Outcome

The strategy has been assessed as a large scale project involving significant resources and affects a significant number of people in diverse communities identified in the seven strands of age, disability, gender, gender identity, race, religion or belief, sexual orientation. Thus, it is of major importance for Kent County Council, and a full assessment is required.

PART C – FURTHER ASSESSMENT

C.1 Scope of the Assessment

A full assessment was carried out concurrently with the development of the strategy which was influenced by the fact that it is the product of a multi-agency partnership. Thus, the Kent Supporting People Strategy is not wholly owned by Kent County Council. Whilst Kent County Council is legally responsible for the administration of the Supporting People Programme, the strategy itself is owned by the programme's partners: districts and boroughs in their function as Local Housing Authorities, Health, Social Services, Probation, providers and service users.

The strategy was developed through a series of wide ranging consultations that preceded the first draft. These consultations contributed to full assessment of proposed strategic actions. Particular members of the Supporting People Team as named in A7 played significant roles in these assessments.

Planning and consultations for the strategy commenced in March 2009 and the first draft was presented to the Programme's governing body, the Commissioning Body, in December 2009 which was followed by further consultation. A final draft will be presented to the Commissioning Body in June 2010.

The scope of the assessment was determined by the initial screening which identified potentially negative as well as positive impacts on particular groups of vulnerable people as listed in section B5.

C.2 Information and Data

- Incorporation of the most recent needs analysis undertaken by the Supporting People team and published in September 2009 and including:
 - demographic data
 - prevalence data of certain conditions and phenomena such as learning disabilities and mental health
 - Dissemination of latest relevant strategic documents and data from Health, Housing, Social Care (including the Joint Strategic Needs Assessments for Adults and Children in Kent), Probation data and homelessness data collated by the districts/ boroughs
 - Analysis of the supply and demand for floating support services (which are centrally administered by the Supporting People team) and other Supporting People funded services
 - Analysis of new clients accessing Supporting People services obtained from Client Records
 - Data obtained from providers and commissioners about the needs of client groups
- Current supply data
- Analysis of service reviews and performance indicators
- Previous strategic reviews of long term and short term accommodation based supported housing, floating support services and sheltered accommodation (older people)
- Results from consultations with service users (including members of potentially adversely affected client groups), providers, commissioners and other stakeholders

- Results from service user surveys carried out as part of the development of this strategy
- Feedback from the Supporting People service user panel

C.3 Involvement and Engagement

As part of the strategy development and impact assessment, the Supporting People team engaged with service users themselves as well as providers of services as representatives of diverse communities.

Engagement with service users included:

- During the Supporting People Service User Conference in December 2008, the Supporting People team held workshops scoping how service users want to be involved in the development of the strategy
- Consultation with 72 service users as part of 14 focus groups
- Electronic surveys submitted by 250 service users – the survey was widely promoted through being sent to service providers, advertised in the Supporting People newsletter published on the Supporting People website. Returns came from a range of client groups but not all service users identified their vulnerabilities.
- Feedback from the Supporting People's service user panel following the presentation of the first draft strategy
- Further consultation with LGBT service users attending a provider's support group for minority groups

Engagement with providers included:

- Face to face interviews with 26 providers
- Electronic surveys submitted by a further 5 providers

(A list of service user focus groups and providers and client groups represented is attached at Appendix 2.)

Other consultations involved:

- Face to face meetings with officers and elected members of all districts/boroughs, and representatives of Kent Adult Social Services, Probation and PCTs in east and west Kent
- Workshop for members of the Commissioning Body
- Consultation conference for members of the Commissioning Body, Core Strategy Development Group, Executive Board of Providers, and service user panel

Engagement with service users found that knowledge and awareness of the Supporting People Programme was limited with some client groups, more so with people in long-term supported accommodation. Therefore, the consultation exercise itself helped to raise the programme's profile and enabled service users to participate in the strategy development.

C.4 Judgement

1. Impacts

A summary of the initial scoping highlights that there are potentially adverse impacts in services for older and younger people and people with disabilities. This is because the strategy promotes the:

- Decommissioning of floating support services for older people in two districts where they are not proportionate to the needs within those, and the services do not meet a key plank of the strategy that generic and specialist floating support is provided on a county wide, or east or west Kent basis as appropriate and on a time limited basis. Floating support referrals are averaging 500 a month at the moment, and in order to meet this pressure/demand for services it is untenable to allow floating support to be provided for more than two years. In mitigation, it is proposed that in one district all the current recipients of the specialist floating support service for older people are assessed utilising their support plans and any older people who still require a floating support service are transferred by April 2011 to a time limited generic floating support service. In the other district, it is proposed that the provider delivers housing related support more flexibly from within the 900 units that Supporting People currently funds within the area.
- Decommissioning the current supported lodgings scheme for care leavers that are only accessible to clients of 16+ services and hence those to who a statutory duty is owed.
- Decommissioning of specialist floating support for people with learning disabilities and physical disabilities. All providers are already under contractual obligation to provide services which enable people with physical/sensory/learning disabilities to access them. Supporting People monitors services through the Quality Assessment Framework and any complaints service users may make. With regard to Floating Support services, they are administered by the Supporting People Team which monitors services very closely to ensure that support needs, including communication needs, are met by providers.
- Through negotiation with service providers reduce the maximum number of hours of delivery within long-term supported housing. This will target services where a task analysis has revealed the extent of non-housing related support that is currently funded by the Supporting People Programme and providing there are no cost implications for Kent Adult Social Services. This is likely to affect people with learning disabilities and people with physical/sensory disabilities.

Conversely, positive impacts have been identified in services for older people, young people including those aged 16/17, race, gender, sexual orientation, gender identity and religion/belief. This is because:

- Decommissioned floating support services for older people in two areas will be enable the Programme to redirect support to vulnerable people in need currently not receiving support and ensuring more equitable access to support across Kent
- There will be new commissioning of services for young people at risk linking up supported housing services more flexibly as a unified service for vulnerable young people including care leavers and young offenders (and as suggested by The Department of Communities and Local Government following consultations with stakeholders regarding establishing settled accommodation arrangements for the client groups covered by PSA 16)
- Supporting People continues to monitor and review services through the Quality Assessment Framework and contractual obligations which oblige providers to

ensure that services are accessible to all who need them and do not discriminate against minorities such as people from Ethnic Minorities or lesbian, gays, bisexual or transgender (LBGT) people.

The Supporting People Programme constantly monitors the impact of services in terms of race, gender, gender identity and sexual orientation by recording uptake of services by client groups affected by these issues as well as monitoring contractual obligations and monitoring services through the Quality assessment Framework which details specific requirements relating to equalities and diversity. Supporting People has strategically reviewed the housing related support needs of Minority Ethnic groups and the strategy proposes to carry out another review which will include LBGTs in order to ensure that any newly arising issues are identified and addressed.

(See customer impact assessment screening grid at appendix 3.)

2. Justifying the impact

Decreasing services for particular client groups will enable the Supporting People programme to target its resources on vulnerable clients living in the community who have been unable to access housing related support services. This will facilitate the Programme to deliver services within diminishing resources that are focused on:

- Delivering housing related support as determined by the eligibility criteria
- Preventing vulnerable people living in the community losing their homes
- Delivering the agreed priorities of the Programme 2010-2015

This targeted support will result in more people being able to access flexible support wherever they live and being prevented from losing their homes. Targeted support in the community will also ensure that more people can be linked to training, education and employment and social resources that will promote socially inclusive, cohesive and mutually supportive communities.

The decommissioned floating support for older people in two particular districts will be redistributed as generic floating support across Kent and hence facilitate more equitable provision across Kent. Older people in need of housing related support in the two districts will be able to access such services. Apart from this action, overall current supply of services to older people will be maintained (23,000 units out of 29,000.) but it will be more focused on maintaining people in their own homes for as long as possible.

Limiting where possible in negotiation with providers (and where there are no cost implications for Kent Adult Social Services) the number of support hours funded in long term supported accommodation to 10 hours may affect disabled people in accommodation based services. However, a task analysis exercise undertaken in such services identified that in many cases the support provided above 10 hours is not housing related support as defined in the Kent Eligibility policy. Consultations with many stakeholders also queried the nature of the support provided. The monies saved will contribute to the Programme targeting its resources on more flexible support for as many as possible of the most vulnerable people living in the community whilst balancing the budget.

3. Dealing with the impact

The potential disadvantages on some communities are outweighed by the benefits to all communities and cannot be removed if the Programme is to meet its agreed aims, objectives and priorities over the life time of the strategy.

However, the Supporting People Programme will work with providers to address any disadvantages. Carefully considered negotiation with partners including providers has identified how the impacts can be ameliorated through a variety of current and future responses noted elsewhere in this assessment.

C.5 Action Plan

The action plan attached at appendix 4 details the groups that might be disadvantaged, the issues identified, the planned key actions and the expected outcomes.

The action plan will be incorporated into the strategy Annual Plan 2010-11 detailing the lead responsibilities within the Supporting People team.

The financial impact of the full assessment relates to expenditure on service users to acknowledge their participation and the relevant consultation events that were held, including the workshop and conference mentioned before. The financial impact of implementing the action plan is borne by the Supporting People administrative grant that funds the Supporting People team. The grant of £ 735k is funded by the Department of Communities and Local Government and meets the costs of staffing to implement the strategy.

C.6 Monitoring and Review

As part of the Supporting People Annual Plan 2010-11 the implementation of the action plan will be monitored and reviewed by the Supporting People Commissioning Body.

PART D - SIGN-OFF AND APPROVAL

For a complete impact assessment

I agree with the findings of this Customer Impact Assessment and confirm that it has been discussed and agreed by the Directorate Equalities Group. The Group will ensure progress against the action plan is kept under review.

SIGNED: _____ DATE: _____

Appendix 1 - Distribution of Supporting People grant and units by primary client group, as at 9.11.2009

Client Group	Unit Nos.	% Of Units	% Of Grant	Total Cost £ 09/010*
Frail Elderly	189	0.65%	1.08%	£369,688
Generic	1184	4.08%	7.61%	£2,597,948
Homeless Families with Support Needs	215	0.74%	3.06%	£1,045,101
Offenders or People at Risk of Offending	159	0.55%	3.05%	£1,040,070
Older Persons with Support Needs	24203**	83.42%	25.84%	£8,826,920
People with a Physical or Sensory disability	180	0.62%	1.37%	£467,782
People with Alcohol Problems	68	0.23%	0.68%	£233,550
People with Drug Problems***	132	0.45%	1.52%	£518,140
People Living with HIV/Aids	20	0.07%	0.18%	£61,692
People with Learning Disabilities	464	1.60%	13.97%	£4,769,920
People with Mental Health Problems	731	2.52%	12.89%	£4,402,977
Rough Sleeper	75	0.26%	0.76%	£261,263
Single Homeless with Support Needs	479	1.65%	9.68%	£3,307,238
Teenage Parents	161	0.55%	2.18%	£746,255
Those at risk of Domestic Abuse	283	0.98%	6.19%	£2,113,332
Young People at Risk	389	1.34%	7.48%	£2,555,923
Young People Leaving Care	77	0.27%	2.41%	£821,495
Gypsies and Travellers	4	0.01%	0.05%	£15,391
TOTAL	29013	100%	100%	£34,154,694

*Figures for cost have been rounded up

** This includes services provided by Home Improvement Agencies and Community Alarms

***This includes Floating Support for people who misuse drugs or alcohol

Appendix 2 - Service User Focus Groups

	Date	Provider/Org	Client group
1.	5 th June 2009	Rethink	Mental Health (4)
2.	19 th June 2009	West Kent Lifeways – The pulse	Mixed Floating Supporting (10)
3.	30 th June 2009	Stonham	Ex-offenders (8)
4.	1 st July 2009	GASP	Sub misuse/ Domestic Violence (6)
5.	3 rd July 2009	Service User Panel	Mixed (4)
6.	8 th July 2009	Turning Point Client	Substance Misuse - (1)
7.	10 th July 2009	English Churches Housing Group	Offender & SubMisuse (5)
8.	22 nd July 2009	Stonham	Young people at risk (12)
9.	27 th July 2009	MacIntyre Care	Learning Disabilities (4)
10.	28 th July 2009	Crime Reduction Partnership	Ex-offender/ Substance Misuse (9) 2 BME
11.	3 rd August 2009	Home Support Network	Learning Disabilities Floating Support (2)
12.	4 th August 09	Amicus Horizon	Older Person Long Term (2)
13.	5 th August 09	HOPE	Ex-offender (1)
14.	10 th August 09	O'Shea Partnership	Learning Disabilities (4)
		KCC	<p>HIV/Aids</p> <p>(Service users declined to be involved in the consultation, comments when trying to organise a group meeting included:</p> <ul style="list-style-type: none"> - Too personal - Not written by a medical person - Will answering give more housing - Who is the author of the questionnaire? What are their qualifications? Certainly not written by anyone with a medical qualification. - We'll be our own mystery shoppers re housing support

Providers consulted as part of developing the first draft of the Supporting People Strategy 2010-15 (client groups provided for in brackets)

Amicus Horizon - generic services, young people at risk, people with learning disabilities and/or physical/sensory disabilities, women fleeing domestic abuse, teenage parents, people with mental disabilities, families with support needs
Ashford Borough Council - older persons and frail elderly
Avanti Partnership - young people at risk
Carr-Gomm - people with mental health problems, women fleeing domestic abuse
Canterbury City Council - older persons and frail elderly
Catch 22 - care leavers, young people at risk
Channel Homes (UK) Ltd. - people with learning disabilities
Crime Reduction Initiative - offenders, people with drug/alcohol problems
Dartford, Gravesham, Swanley Mind - people with mental health problems
Dover District Council - older persons and frail elderly
East Kent Mencap - people with learning disabilities
English Churches Housing Group - older people, single homeless people
Golding Housing (formerly Maidstone Housing Trust) - generic services, older people and frail elderly, teenage parents
Gravesham Borough Council - older persons and frail elderly
Home Group - offenders, teenage parents, young people at risk, single homeless, generic services
Hope - offenders
In Touch - older people, people with physical/sensory disabilities
Invicta Telecare - generic services, people with alcohol/drug problems, women fleeing domestic abuse
Kenward Trust - people with drug/alcohol problems, young people at risk
MCCH - people with learning disabilities
Moat - single homeless, women fleeing domestic abuse, generic services
Porchlight - single homeless, generic services, rough sleepers
Rethink Sahayak - generic services for people from Ethnic Minorities in Dartford, Gravesham and Sevenoaks
Richmond Fellowship - people with mental health problems
Shepway District Council - older persons and frail elderly
Thanet District Council - older persons and frail elderly
The Bridge Trust - single homeless
Town & Country Housing Group - older persons and frail elderly, generic services
West Kent Housing Association - older persons and frail elderly, generic services
West Kent YMCA - single homeless
YMCA Thames Gateway - young people at risk

Appendix 3 - CUSTOMER IMPACT ASSESSMENT SCREENING GRID

Strand	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Reason for assessment
			Positive	Negative	
Age	<p>YES - 1. The strategy suggests that floating support services specifically for older people in Tonbridge & Malling and Maidstone be decommissioned.</p> <p>NO - 2. The strategy suggests the redistribution of the decommissioned services above as part of additional generic services to make services available to vulnerable people in crisis across Kent on a more equitable basis</p>	<p>YES - The strategy aims to redistribute generic floating support services more equally across Kent to ensure that more services are more available to vulnerable people in crisis (including older people) across Kent</p>	HIGH	LOW	<p>1. Service provision in the areas does not reflect demographic data about distribution of older persons across Kent.</p> <p>2. Only very little of current service provision in the areas is housing related support as identified in the Kent Eligibility Policy and does not reflect the time limited nature of floating support.</p> <p>3. Commissioning floating support on district basis is not economic, efficient and effective</p> <p>1. Whilst services are to be decommissioned in two districts, redistribution of floating support services within generic provision will lead to more services being available to more vulnerable people in need of support in crisis situations</p> <p>2. Recommissioning more generic services on east/west Kent /countywide basis is more efficient, effective and economic</p>

Strand	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Reason for assessment
			Positive	Negative	
Age	NO – 4. The strategy suggests that the proportion of older people are projected to increase faster than any other grouping and that it will prioritise flexible support aimed at those living in their own homes in the community.	YES - Currently, housing related support for older people is mainly delivered in sheltered accommodation. The strategy proposes to maintain current services but focus other more flexible services on supporting people to remain in their own homes.	HIGH		Floating support and Home Improvement Agencies working on making people's homes more safe and improving the condition of properties ensure that services work preventatively to ensure that people can stay in their own homes for as long as possible and thereby give people more options.
	NO – 5. Needs analysis and consultations carried out during development of the strategy identified that there is an increased incidence of homelessness in young people, in particular 16 and 17 year olds. Such young vulnerable people need supported accommodation to prevent them from becoming street homeless and unable to acquire the skills to live independently and accessing training, education and employment in order to live independently and	YES – Commissioning more accommodation based services for this client group will promote more choice and enable more vulnerable young people to remain in their area of origin and maintain their existing social networks.	HIGH		The needs analysis and consultations identified: 1. Rising statutory homelessness acceptances of young people at risk, in particular 16 and 17 year olds 2. Districts/boroughs and providers reported increasing numbers of (and provided data) of young people at risk presenting as homeless 3. Client records show sizeable numbers of young people at risk accessing accommodation based services for single homeless that may not always be appropriate and may not be able their particular needs

Strand	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Reason for assessment
			Positive	Negative	
	<p>contribute to the economic life of Kent.</p> <p>YES – 5. The strategy identifies supported lodgings services as restricting access to former relevant children for who KCC had statutory responsibility. The strategy proposes to decommission this service and commission new services that link up supported housing services more flexibly as a unified service for vulnerable young people including care leavers and young offenders This approach is supported by the Department of Communities and Local Government.</p>	<p>YES – Commissioning new services for young people at risk will widen access and promote more choice in service provision for a greater number of potential service users.</p>		<p>LOW</p>	<p>1. From client records of new clients accessing supported lodgings services over the last year, all new clients accessing the services are referred by the 16+ team. This was confirmed by the service provider. Therefore, the service breaches contractual obligations to provide fair and equal access.</p> <p>2. The service might be used to discharge statutory responsibilities.</p>
Disability	<p>YES - The strategy suggests that where appropriate housing related support in long term supported housing is reduced from 17.5 hours to 10 hours per week per</p>	<p>YES – Money saved through reduction of support in long term accommodation based services will enable the programme to refocus tenure neutral support provision on people living in their own homes in the community and</p>		<p>LOW</p>	<p>1. A task analysis has been undertaken and all long term accommodation based schemes were asked to participate in the survey. It identified that in many services current maximum provision of 17.5 hours per week includes support identified as non-</p>

Strand	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Reason for assessment
			Positive	Negative	
	<p>service user where there are no cost implications for Kent Adult Social Services. This is likely to affect people with learning disabilities, people with physical / sensory disabilities and people with mental health problems.</p> <p>YES – The strategy proposes to mainstream floating support services for people with learning disabilities and people with physical disabilities</p>	<p>will enable more people to access housing related support services</p> <p>YES – more people will be able to access services more quickly</p>		LOW	<p>housing related support. Many service users also receive statutory services from Adult Social Services and Health.</p> <p>1. Floating support is administered centrally by Supporting People. Analysis of referrals indicates that the specialist floating support services for people with learning disabilities are more or less exclusively taken up by clients of statutory services. Such services only operate in particular areas and in other areas such clients are already successfully supported through generic services.</p> <p>2. Under contractual obligations all providers have to meet the particular communication needs of clients and thus can meet the housing related support needs of a wide range of client groups</p>

Strand	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Reason for assessment
			Positive	negative	
	YES – Limit the duration of floating support provision to one year (but with the possibility of extension to a maximum of two years on a case by case basis)	YES – Limiting length of service will enable the Programme to reach more people whilst maintaining current contracted units of support		LOW	<p>1. Analysis of floating support shows that 75% of all floating support delivered lasts for 1 year. However, there are individuals who are provided with a service for longer than may be necessary and who may become dependent on on-going support. Providers must do more to link such individuals to resources in the community.</p> <p>2. The volume of referrals is so high that current levels of contracted units need to deliver support to more vulnerable people (currently 500 referrals per month)..</p> <p>3. A number of people with disabilities such as learning disabilities appear to require indefinite on-going support. Such support is not necessarily housing related as identified in the Eligibility Policy and might indicate a need for other (statutory) services to meet that need.</p>

Strand	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Reason for assessment
			Positive	negative	
Gender	NO – The strategy explicitly prioritises the housing related support needs of those fleeing domestic abuse. Whilst most members of this group are female, Supporting People floating support provision is also accessible to males.	YES – constant monitoring of demand has resulted in evidence-based commissioning of additional specialist services for this group	HIGH		Supporting People continues to monitor the housing related support needs of those fleeing domestic abuse and where the length of waiting for floating support poses a potential risk to clients' safety, the case for additional services is made.
Gender identity	NO – Supporting People contracts explicitly demand that providers deal with issues of Equalities and meet the diverse needs of clients.	YES – by identifying specific support needs and ensuring that services use best practice in meeting the needs of people with gender identity issues	HIGH		<ol style="list-style-type: none"> 1. The strategy tacitly acknowledges that issues around gender identity can compound the vulnerabilities of individuals and affects their need for housing related support. 2. Supporting People continues to regularly monitor and review services through the Quality Assessment Framework, including its provisions regarding fair access to services and diversity. 3. The strategy proposes to strategically review the housing related support needs of LGBTs.
Race	NO – Supporting People contracts explicitly demand that providers deal with issues of Equalities and meet the diverse needs of clients.	YES – by identifying specific support needs and ensuring that those needs are met within existing services or, if need is evidenced, commissioning specific services for specific	HIGH		<ol style="list-style-type: none"> 1. Ethnicity can affect access to services and may in some cases require the commissioning of services specific to particular groups. 2. Supporting People monitors the take up of services by Minority Ethnic groups

Strand	Could this policy, procedure, project or service affect this group differently from others in Kent? YES/NO	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO	Assessment of potential impact HIGH/MEDIUM/LOW/ NONE/UNKNOWN		Reason for assessment
			Positive	Negative	
		Ethnic groupings.			and has in the past researched their specific housing related support needs. Following that research, a specific service for people from Asian communities in Gravesham/Dartford was commissioned. 2. The strategy recommends to re-review the needs of such communities.
Religion or belief	NO - Supporting People commissions services that require providers, as part of the Quality Assessment Framework (QAF), to ensure that people's beliefs are respected and that people are supported in accessing appropriate places of worship, where required.	YES - by identifying specific support needs and ensuring that those needs are met within existing services	HIGH		Supporting People monitors and reviews services to ensure that providers adhere to the Framework.
Sexual orientation	NO – Supporting People contracts explicitly demand that providers deal with issues of Equalities and meet the diverse needs of clients.	YES – by identifying specific support needs and ensuring that services use best practice in meeting the needs of people with issues around sexual orientation.	HIGH		1. Supporting People continues to monitor contracts and regularly monitors and reviews services through the Quality assessment Framework, including its provisions regarding fair access to services and diversity. 3. The strategy proposes to strategically review the housing related support needs of LGBTs.

Appendix 4 - CUSTOMER IMPACT ASSESSMENT ACTION PLAN

Group affected	Issues identified	Action to be taken	Expected outcomes	Lead Responsibility	Timescale
Age	<p>1. Floating support services for older people are concentrated in two Kent districts and do not reflect demographic data about distribution of older persons across Kent.</p> <p>2. Only very little of current service provision in the areas is housing related support as identified in the Kent Eligibility Policy and does not reflect the time limited nature of floating support.</p> <p>3. Commissioning floating support on district basis is not economic, efficient and effective</p>	<p>1. Identify those individuals with housing related support needs in one district and offer them other generic floating support services that are delivered in the districts. Provide community alarms to those who are in receipt of housing benefit and who currently receive the service. Negotiate with current providers to agree on the transition.</p>	<p>Individuals with housing related support needs transferred to generic floating support services</p>	<p>Performance and Review, SP Team</p>	<p>2010-End of 2011</p>
		<p>2. In the second district, Supporting People will continue funding 900 units of support for older people and the provider will ensure that people in need of housing related support can access that service. Negotiate with the current provider to manage the service down, on a quarterly basis, to zero.</p>	<p>Individuals with housing related support needs provided with community alarms</p>	<p>Contracts and Finance, SP Team</p>	<p>End of 2011</p>
		<p>3. Work with providers to identify alternative sources of support for those with non-housing related support needs</p>	<p>Services are decommissioned</p>	<p>Contracts and Finance, SP team</p>	<p>2010-end of 2011</p>
			<p>Individuals whose needs do not meet the eligibility criteria for housing related support are advised about support from alternative sources</p>	<p>Supporting People team</p>	<p>2010-2013</p>

Group affected	Issues identified	Action to be taken	Expected outcomes	Lead Responsibility	Timescale
		<p>4. Keep service users informed and work with them to ease the transition</p> <p>6. Project manage the reconfiguration/redistribution of floating support services on east/west Kent/county basis</p>	<p>Service users are kept informed and are supported through transition period</p> <p>Redistribution of units of support on a more equitable basis to districts in Kent</p> <p>Additional generic floating support services commissioned if required</p>	<p>Service User Involvement Officer</p> <p>Contracts and Finance, SP Team</p> <p>Contracts and Finance, SP Team</p>	<p>2010-2012</p> <p>2010-2012</p> <p>2011</p>
Age	<p>1. Access to supported lodgings service is restricted to formerly relevant children and thus excludes 'young people at risk' that do not meet statutory criteria.</p> <p>2. This breaches contractual obligations to deliver a service with fair and equal access.</p> <p>3. Needs analysis has yielded in a range of data showing increased homelessness among young people, particularly 16/17 year olds.</p>	<p>1. Commission new accommodation based services for young people at risk that is accessible to all vulnerable young people, including care leavers and young offenders</p> <p>2. Negotiate with current provider to manage the service out</p> <p>3. Ensure that all existing services for young people at risk are accessible to all vulnerable young people including care leavers and young offenders.</p>	<p>Link up supported housing services more flexibly as a unified service for vulnerable young people including care leavers and young offenders by commissioning new services for young people at risk.</p> <p>Supported lodgings service decommissioned.</p> <p>Carry out a strategic review of access to all short term accommodation based support services, including services for young people at risk</p>	<p>Contracts and Finance, SP Team</p> <p>Contracts and Finance, SP Team</p> <p>Policy and Strategy, SP Team Performance and Review, SP Team</p>	<p>2010-2013</p> <p>2012</p> <p>2010-2013</p>

Group affected	Issues identified	Action to be taken	Expected outcomes	Lead Responsibility	Timescale
Disabilities	1. In some services current maximum weekly provision of support hours per service user per week of 17.5 includes support that does not meet the Kent SP People Eligibility Policy. This affects people with learning disabilities, physical/sensory disabilities and people with mental health problems.	<p>1. Work with individual providers to identify what type of support is currently delivered</p> <p>2. Negotiate with providers to reduce support hours where this is possible without cost implications to Adult Social Services</p> <p>3. Agree with individual providers on a schedule to reduce support hours.</p>	<p>Services where support hours can be reduced identified</p> <p>Reduction in support hours and transition period for managing support down agreed</p>	<p>Contracts and Finance, Performance and Review, SP Team</p> <p>Contracts and Finance, SP Team</p>	<p>2010</p> <p>2010-2012</p> <p>2011-2012</p>
	1. Floating support is administered centrally by Supporting People. Analysis of referrals indicates that the specialist floating support services for people with learning disabilities are more or less exclusively taken up by clients of statutory services. Such services only operate in particular areas and in other areas such clients are already successfully supported through generic services.	<p>1. Work with providers of specialist floating support for people with learning disabilities and people with physical disabilities to identify individuals that need to be transferred to generic floating support services.</p> <p>2. Work with providers and service users to agree a transfer schedule and decommission the specialist floating support services</p> <p>3. Continue monitoring that providers meet clients' communication needs and meet equalities and diversity targets.</p>	<p>Individuals with on-going housing related support needs identified and transferred to generic floating support services</p> <p>Floating support services for people with learning disabilities and people with physical disabilities mainstreamed</p> <p>Contractual obligations enforced and services regularly monitored and reviewed</p>	<p>Performance and Review, SP Team</p> <p>Contracts and Finance, SP Team</p> <p>Performance and Review, Contracts and Finance, SP Team</p>	<p>2010-end of 2011</p> <p>Apr 2011</p> <p>On-going</p>

Group affected	Issues identified	Action to be taken	Expected outcomes	Lead Responsibility	Timescale
Disability	<p>1. Analysis of floating support shows that 75% of all floating support delivered lasts for 1 year. However, there are individuals who are provided with a service for longer than may be necessary and may become dependent on on-going support.</p> <p>2. The volume of referrals is so high that current levels of contracted units need to deliver support to more vulnerable people in crisis.</p> <p>3. A number of people with disabilities such as learning disabilities appear to require on-going support for an indefinite period of time. Such support is not necessarily housing related as identified in the Eligibility Policy and might indicate a need for other (statutory) services to meet that need.</p>	<p>1. Set up a working group with providers to negotiate a schedule for changing the duration of floating support provision from two years to one year and review procedure for requests for extensions</p> <p>2. Implement new procedures and transfer clients to the 'float off' clients identified as having reached maximum provision of floating support</p> <p>3. Identify service users that need to access other non-housing related support services and enable them to access such support</p>	<p>Process and procedures agreed</p> <p>Floating support delivered for one year's duration but with the possibility to maximum extension to two years based on a case by case basis.</p> <p>Service users who need it have been supported to access alternative sources of support</p>	<p>Performance and Review, SP Team</p> <p>Performance and Review, SP Team</p> <p>Performance and Review, Service User Involvement Officer, SP Team</p>	<p>Sept-Dec 2010</p> <p>2010-2011</p> <p>2010-2012</p>