

**REPORT**

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

**26 June 2008**

**Subject:** Floating Support Data Analysis

**Classification:** Unrestricted

**For Information**

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**Summary:** This report provides aspects of data analysis on floating support services funded by the Kent Supporting People Programme.

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**1.0 Introduction**

This report is included for the first time on the Commissioning Body agenda. It has been written in response to increasing demand for information regarding floating support provision and utilisation, reflecting an increase in floating support activity across the county.

The report examines provision, allocation and referrals into floating support services and includes analyses by primary client group, referring agency and district/borough. Where previous analysis has taken place, trend or direction of travel information is supplied. Where district/borough comparisons have been provided, they are organised in order of the revised Indices of Multiple Deprivation (2007).

Data is taken from the centrally held countywide referral waiting list, which is administered by the Supporting People Team. At the time of writing it was not possible to analyse data from the five services whose waiting lists are held outside the team due to data incompatibility issues. These services comprise over 2800 units for client groups which include older people, people with HIV/AIDS, rough sleepers and people with mental health problems. It is hoped that with the resolution of these issues, such data could be included in future reports.

This report will be revised and presented quarterly to the Core Strategy Development Group and Commissioning Body.

## **2.0 Current Provision**

### **2.1 Distribution of Services**

An analysis of the distribution of provision at the end of quarter 20 is given in Table 1.1 of Appendix 1. The Commissioning Body will note that specialist services do not exist for every individual client group that has been referred for floating support in the quarter. Rather, generic services are used in order that demand can be met.

By far the greatest number of units is provided to older people with support needs. This group, along with older people with mental health problems, accounts for just under 61% of all floating support provision in the programme. There is a concentration of these services in the west as a result of two unusually large contracts. Any examination of service distribution across the east and west of the county should discount countywide services. Even so, such an analysis shows that the majority of provision is in the west if the two large older person's services are included. With all services for older people also removed from the analysis, the weight of distribution is in the east of the county.

Excluding services for older people, generic services (730) and those for people with mental health problems (251) make up the highest number of units of floating support across the county.

Again if both older person's services and countywide services are excluded, it is possible to analyse the proportion of generic or client specific services in the east and west of the county. In the east the majority of the provision is client group specific (66.9%) with a smaller proportion of services being generic (33.1%). In the west, the picture is reversed and the majority of provision (64.2%) is generic with a smaller proportion (38.8%) specialist or client group specific (Table 1.2)

### **2.2 Number of services and service providers**

Table 1.3 in Appendix 1 shows by primary client group the numbers of floating support services within the programme at the end of quarter 20. Table 1.4 provides an analysis of the services and the nature of the organisations providing them.

There are 67 floating support services in Kent, being provided by 19 organisations. The majority of these services are being provided by Registered Social Landlords (RSLs) Table 1.4 shows that the greatest numbers of units of support are being

provided by Large Scale Voluntary Transfer Registered Social Landlords (LSVT – RSLs)

### **3.0 Those in receipt of floating support**

An analysis of those in receipt of floating support from the central waiting list at the close of quarter 20 is given in Table 2.1 of Appendix 2.

The table shows that 1830 people were in receipt of a floating support service at the end of the quarter. In all but three boroughs (Swale, Dartford and Tonbridge and Malling) the majority of people receiving floating support are those whose primary client group is people with mental health problems. Those with mental health problems account for the single largest proportion by client group – in excess of 20% of all recipients of floating support across the county.

The greatest proportion of those in receipt of floating support are in Thanet (11.6%), Shepway (11%) and Dover (10.2%) respectively. The fewest number of people in receipt of a service is in Dartford, accounting for 3.1% of all floating support recipients.

### **4.0 Referrals received on the central waiting list in Quarter 20**

#### **4.1 Numbers of referrals received**

An analysis of the number of referrals received in the central waiting list in quarter 20 is given in Appendix 3. Table 3.1 shows a large increase in incoming referrals from last quarter. A total of 787 referrals were received compared to 642 the previous quarter; this is the highest number of referrals received in a single quarter since centralised records began. Across the county, referrals for floating support increased in all but two districts/boroughs. The greatest number were received from Thanet (97) Tunbridge Wells (86) and Shepway (84) respectively. Fewest were received from Dartford (23) where against the county trend, the number of referrals fell by 18% on the previous quarter.

#### **4.2 Primary client groups of referrals received**

Table 3.2 shows an analysis by client group of all referrals received to the central waiting list during quarter 20. The highest number of referrals (145) were received for those with mental health problems, representing 18.4% of all referrals received. Referrals for this client group were highest in Thanet (19), Ashford (16) and Tonbridge and Malling (15).

The Thanet district also received the highest number of referrals for domestic abuse, families with support needs and young people leaving care.

The comparatively high level of referrals for teenage parents in Swale (13 of 47 referrals countywide) and single homeless with support needs in Tunbridge Wells (14 of 57 countywide) is also worthy of note.

### **4.3 Numbers and distribution of re-referrals received**

An analysis of all those re-referred to a floating support service via the central waiting list is included in Table 3.3. All re-referrals are processed in accordance with countywide floating support protocols and are made on behalf of those individuals who have previously received a period of floating support which has ended and have been referred to receive a service once again.

Re-referrals accounted for 10% of all referrals received this quarter. Of the 78 re-referrals received 17 (21.8%) were from those whose primary needs relate to mental health and 12 (15.4%) to those whose needs relate to learning disability.

The greatest numbers of re-referrals were received in Shepway 14 (18%), Dover 11 (14.1%) and Tunbridge Wells 10 (12.8%).

### **4.4 Source of referrals received in quarter 20**

Table 3.4 in Appendix 3 details the source of all referrals made to the central waiting list in quarter 20.

Referrals from the housing sector, either Registered Social Landlords or local authority housing teams, account for the greatest number of referrals received in all but two districts/boroughs. Countywide, these referrals amount to almost half of all of those made in the quarter.

In both Canterbury and Dartford, the highest number of referrals were received from Adult Social Services. Self referrals were highest in Canterbury (11.7% of all self referrals), Shepway (10.7% of all self referrals) and Thanet (10.3% of all self referrals).

No referrals from the health sector were received in either Dartford, or Tonbridge and Malling during the quarter.

### **5.0 Numbers of users allocated to services in quarter 20**

Table 4.1 of Appendix 4 shows an analysis of all of those who were allocated to a floating support service from the central waiting list during quarter 20.

The table shows a significant rise in the numbers of people allocated to a service in the last quarter (667) when compared with last quarter (393) as Table 4.2 displays.

Over 20% of all allocations were made to people with mental health problems – almost double that made to any other client group. The majority of these were made in Dover (21) and Maidstone (19).

This is reflective of the countywide pattern of all allocations which saw the highest number made for those living in Maidstone 94 (14.1%) Dover 81 (12.1%) and Shepway 65 (9.7%).

## **6.0 Numbers of allocations closed during quarter 20.**

Table 5.1 of Appendix 5 shows an analysis of all of those cases closed in the quarter. At the time of writing, it had not been possible to distil the reasons for closure into consistent descriptors for meaningful analysis, but is hoped that this can be achieved in future reports.

## **7.0 Potential service users waiting to receive a service**

Despite localised increases in Canterbury and Tunbridge Wells, and the unprecedented rise in referrals received, the number of people countywide waiting on the centralised list to receive a support service fell this quarter to 515. (Table 6.1, Appendix 6)

Table 6.2 shows that this quarter the highest proportion of those waiting are in Thanet (16.1% of all waiting), Tunbridge Wells (14% of all waiting) and Ashford (10.7% of all waiting).

Table 6.2 also shows that the highest percentage of those waiting are those who have mental health problems (17.8%), learning disability (11.8%), are escaping domestic abuse (11.5%), or are families with support needs (11.5%).

## **8.0 Length of wait for band A**

An examination of all those banded A on the waiting list (Table 7.1, Appendix 7) shows a fall of 7% in the numbers waiting in comparison to last quarter, despite the rise in referrals received overall.

Further, waiting times have improved countywide so that no individual is waiting more than 9 months for a service. Table 7.1 shows that 73% of those banded A have waited less than 2 months, in quarter 20 compared with 51% in quarter 19. The mode waiting time in quarter 20 has been reduced by a month in comparison to the previous quarter.

The attention of the Commissioning Body is drawn to the high percentage of those who are waiting and are escaping domestic abuse. Whilst waiting times are falling overall, there were still 32 people waiting for over a month for such a service at the close of quarter 20 (Table 7.2)

In its March meeting Commissioning Body that a large proportion of the £4 million spend proposed in the latest forecast should be spent on floating support to reduce waiting times. It is expected that the first impact on the waiting list of this time-limited decision will be effected by October 2008.

## **9.0 SP08 project**

In December 2007, the Performance Management report to the Supporting People Commissioning Body highlighted a small but significant number of individuals who were banded at B and C and who had been waiting extensive periods for a service. For many, the wait pre-dated the centralisation of the waiting list.

The Commissioning Body agreed to allow the temporary extension of floating support services to enable the programme to respond to the needs of these individuals and clear this part of the waiting list.

Together with partners, this time-limited project (SP08) began in February 2008 and Table 8.1 of Appendix 8 shows some of the early progress made so far.

## **10.0 Conclusions**

Demand for floating support has increased substantially overall this quarter, and is high for mental health services throughout the county. There are areas in the county where demand is static and this is worthy of further investigation. Despite the increase in demand the number of people waiting to receive a service has fallen. Although waiting times have also fallen, there is a need to reduce this further, particularly for those who are escaping domestic abuse.

There is a need to include the waiting lists for all floating support services in Kent in the analysis to enable a thorough examination of floating support performance and this will require further work to ensure data compatibility.

## **11.0 Recommendation**

The Commissioning Body is asked to

- (i) note the contents of the report.
- (ii) recommend any changes to the format of this report that would provide additional useful information.

**Melanie Anthony**  
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**Background Documents:**  
**Indices of Multiple Deprivation (2007)**

**Appendix 1 Analysis of current provision at end of quarter 20**

**Appendix 2 Analysis of all those in receipt of a floating support service at the close of quarter 20**

**Appendix 3 Analysis of all referrals received during quarter 20**

**Appendix 4 Analysis of those allocated to a service during quarter 20**

**Appendix 5 Analysis of cases closed during quarter 20**

**Appendix 6 Analysis of those waiting at the close of quarter 20**

**Appendix 7 Analysis of the length of wait for all band A referrals.**