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Director - Service Improvement

To: Supporting People in Kent Commissioning Body

Subject: Floating Support Impact Assessment

Classification: Unrestricted

Summary

The Kent Supporting People Commissioning Body asked for a quarterly assessment of the impact of the reduction in capacity of floating support services following the non-renewal of district and borough based floating support contracts. This report provides information about the demand for and pressures on floating support services within the Kent Supporting People Programme.

1. Introduction

(1) The Kent Supporting People Programme currently commissions 40 services across the county. These services operate on an east, west or county-wide basis. Referrals to these services are managed via a centralised floating support referral mechanism, which has enabled the Programme to improve access and efficiency. The mechanism also enables the Programme to monitor demand and inform commissioning decisions.

(2) In recent years demand for floating support has increased considerably, and the Commissioning Body responded by increasing the expenditure on floating support accordingly, utilising reserves within the Programme. In order to deliver the priorities set out in the Supporting People Strategy 2010 -15 and the reduction in reserves, and the savings required the Programme has needed to reduce and refocus provision. The Commissioning Body requested that there should be a quarterly report to evaluate the impact of the changes and this is the first of these reports.

2. Context

(1) In October 2010, the forwarding of new referrals to providers was temporarily suspended, whilst those services whose contracts were to expire in March 2011 were steadily emptied. The vacancies in those services that were to be renewed were used to transfer existing service users, to ensure that their service was not discontinued prematurely.

3. Applications

(1) The applications and referral process including Banding is described in Appendix 5. Appendix 1.0 shows the number of units of floating support being

commissioned as at 23.05.11. There are marginally more units available in the east than the west of the county.

(2) There were 1251 applications registered between January and April 2011. Appendix 2.0 shows an analysis of the 1251 applications registered between January and April 2011. The majority of referrals (78%) were found to be in highest priority (Band A). The greatest demand across the county came from those who were identified as Single Homeless with Support Needs (20% of all applications). There were 250 referrals received from those identified as Single Homeless with Support Needs, of whom 246 were found to be Band A.

(3) There were more applications received from east Kent than west Kent (59%) as shown in Appendix 2.1. More applications came from Thanet than any other district, the greatest proportion of Band A referrals came from Shepway.

4. Referrals to Providers

(1) Applications can be referred to providers when vacancies arise. Appendix 3.0 shows that between January – April 2011 1250 applications were referred on to providers for service delivery to begin. A total of 94% of these were from the highest priority Band A.

(2) The greatest number of referrals were passed to providers to begin supporting people from the generic, single homeless and mental health client groups.

(3) The majority of referrals passed to providers were from Thanet, Shepway, Gravesham and Tunbridge Wells.

5. The Waiting List

(1) Those living in supported housing who are anticipated to need floating support when they move on may apply for floating support in advance. The applications are registered on the waiting list and Banded as the highest priority, but their application is held in abeyance until they have confirmed a new address and their application is flagged “not ready”. When the new address is received, the flag is removed and the application can be referred to a provider. The applications are dated when received and this can give the appearance that they have been waiting a long time, even though in fact, they have not been able to receive a floating support service if offered as they have been living in supported housing.

(2) At 11 May 2011, 1973 people were waiting to receive a floating support service (Appendix 4.0). More people are waiting in East Kent (1144) than in the west of the county (829) Thanet has the highest number of people waiting in any one district (223 people, 11.3%) (Appendix 4.1)

(3) There are marginally more Band A applicants waiting (46.5%) than Band B (46%). In Dartford, Dover, Gravesham, Shepway, Thanet, the number of Band A applications waiting was greater than those in Band B. In all remaining districts or boroughs, waiting applications mostly comprised Band B

(4) There are 411 people across the county waiting for a generic floating support service. The greatest concentrations of demand for generic services are in Ashford, Tonbridge and Malling, and Tunbridge Wells. Canterbury, Swale, and Thanet have the highest numbers waiting for a specialist mental health service. (Appendix 4.2)

(5) At the point of the analysis, most Band A referrals had been waiting for between 1 and 3 months to receive a service (Appendix 4.3) though 35% had been waiting between 6 and 12 months. Those in Band B can typically experience waits of between 6 to 18 months. There are disproportionately longer waits for mental health services in both east and west Kent which are being addressed contractually with the providers concerned.

6. Conclusion

(1) The Kent Supporting People Programme continues to experience high numbers of applications for floating support. The Programme has been able to ensure that the number of referrals made to providers is largely keeping pace with the number of applications received in the last quarter of 2010/11, despite the recent reduction in capacity. However, the Programme has been unable to reduce the number of people waiting for a service to any large degree. The Programme has maintained a focus on prioritising those most in need but this has led to longer waiting times for those in lower priority Bands. The centralised mechanism has been utilised to good effect in ensuring the reduced number of units are able to be accessed fairly, to improve utilisation and throughput.

Recommendations

1. The Kent Supporting People Programme Commissioning Body is asked to note the contents of the report.

Background Documents

None

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Appendices

Appendix One Analysis of current commissioned services as at 23.05.11
Appendix Two Analysis of Applications Received
Appendix Three Applications Referred to Providers
Appendix Four Analysis of Waiting List
Appendix Five The Application Process

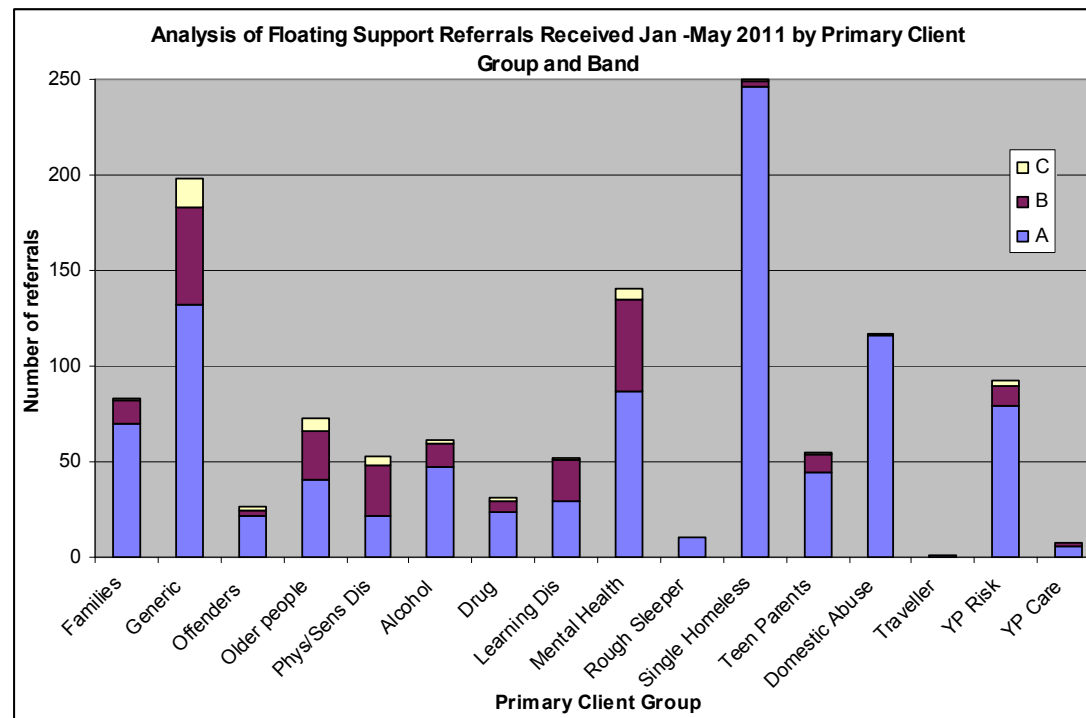
Appendix 1.0 Analysis of current commissioned services as at 23.05.11

Primary Client Group	West	East	Kent	Grand Total
Alcohol Problems	50			50
Domestic Abuse	108	88		196
Drug Problems	53	66		119
Generic	267	347	87	701
HIV / AIDS			22	22
Homeless Families	78	91		169
Mental Health	82	148	85	315
Offenders	30	25		55
Older people			168	168
Phys/Sens Dis			36	36
Rough Sleeper	32	47		79
Teen Parents	47	69		116
Young People at Risk	24	134		158
Total	771	1015	398	2184

(35.3%) (46.47%) (18.22%)

Appendix Two Analysis of Applications Received
2.0 Applications Received January – April 2011 by Primary Client Group

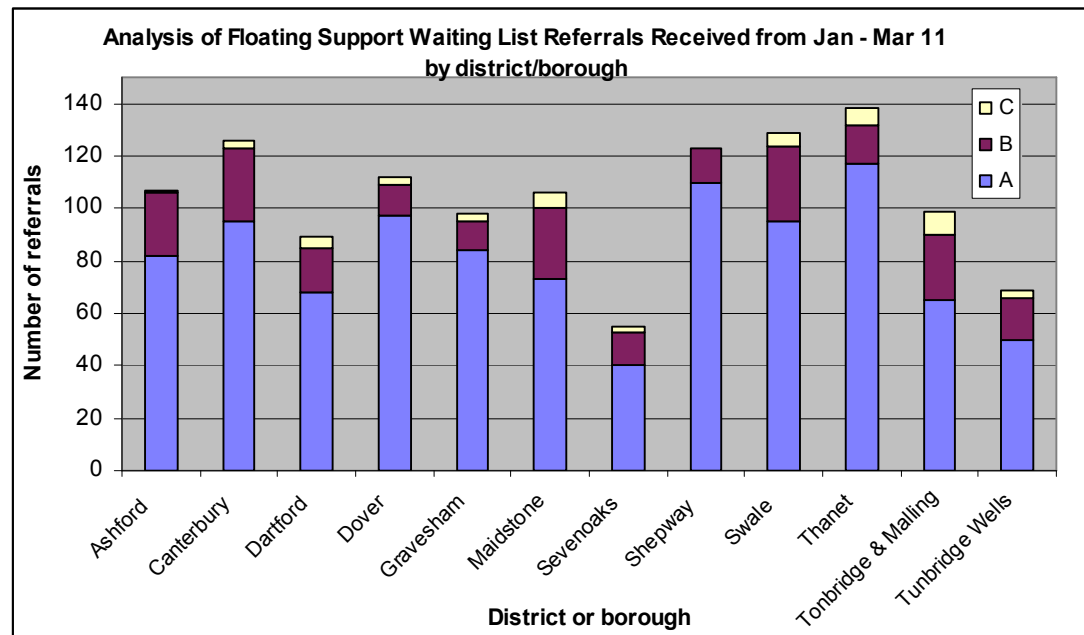
Primary Client Group	A	B	C	Total	As percentage of all received
Families	70	12	1	83	(6.6%)
Generic	132	51	15	198	(15.8%)
Offenders	22	3	1	26	(2%)
Older people	41	25	7	73	(5.8%)
Phys/Sens. Dis.	22	26	5	53	(4.2%)
Alcohol Problems	47	12	2	61	(4.9%)
Drug Problems	24	5	2	31	(2.5%)
Learning Dis.	29	22	1	52	(4.2%)
Mental Health	87	48	6	141	(11.2%)
Rough Sleeper	10			10	(0.8%)
Single Homeless	246	3	1	250	(20%)
Teen Parents	44	10	1	55	(4.4%)
Domestic Abuse	116		1	117	(9.4%)
Traveller	1			1	(0.07%)
Young People at Risk	79	11	2	92	(7.4%)
Young People Leaving Care	6	2		8	(0.6%)
Grand Total	976	230	45	1251	100%



Appendix Two cont'd

2.1 Referrals Received January – April 2011 by district/borough

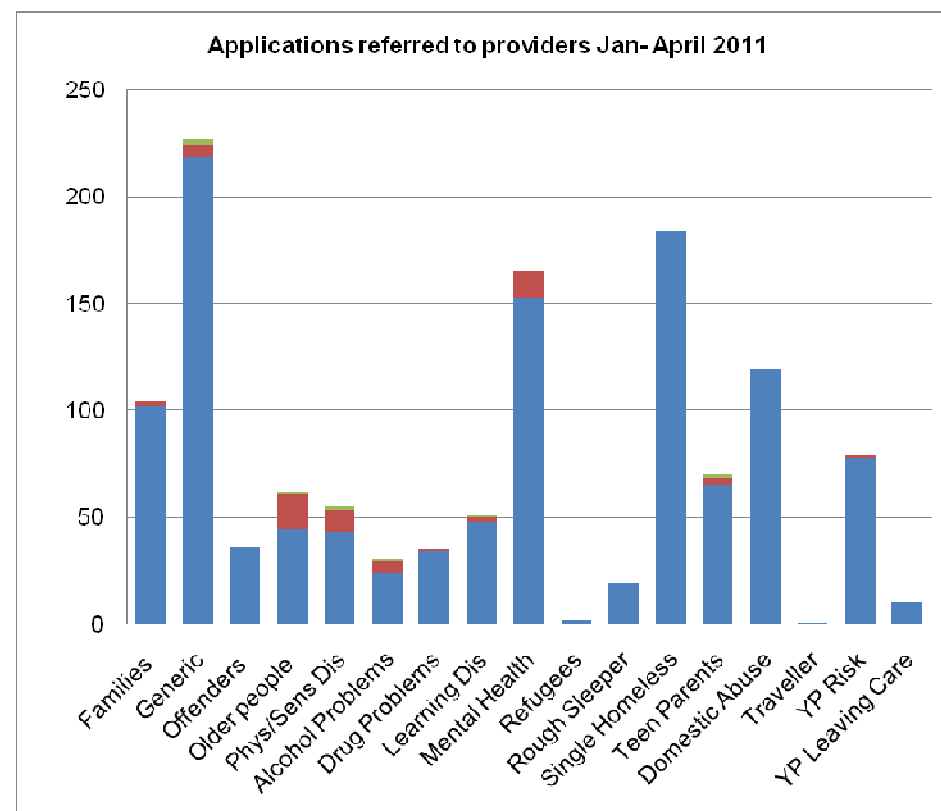
District/Borough	A	B	C	Grand Total
Ashford	82	24	1	107
Canterbury	95	28	3	126
Dartford	68	17	4	89
Dover	97	12	3	112
Gravesham	84	11	3	98
Maidstone	73	27	6	106
Sevenoaks	40	13	2	55
Shepway	110	13		123
Swale	95	29	5	129
Thanet	117	15	6	138
Tonbridge & Malling	65	25	9	99
Tunbridge Wells	50	16	3	69
Grand Total	976	230	45	1251



Appendix Three 3.0 Applications Referred to Providers January – April 2011

District/Borough	A	B	C	Total
Ashford	84	4		88
Canterbury	102	4	2	108
Dartford	72	2		74
Dover	99		1	100
Gravesham	113	6		119
Maidstone	88	4	2	94
Sevenoaks	84	5		89
Shepway	140	4	1	145
Swale	72	1	1	74
Thanet	148	8	3	159
Tonbridge & Malling	74	10		84
Tunbridge Wells	105	10	1	116
Total	1181	58	11	1250

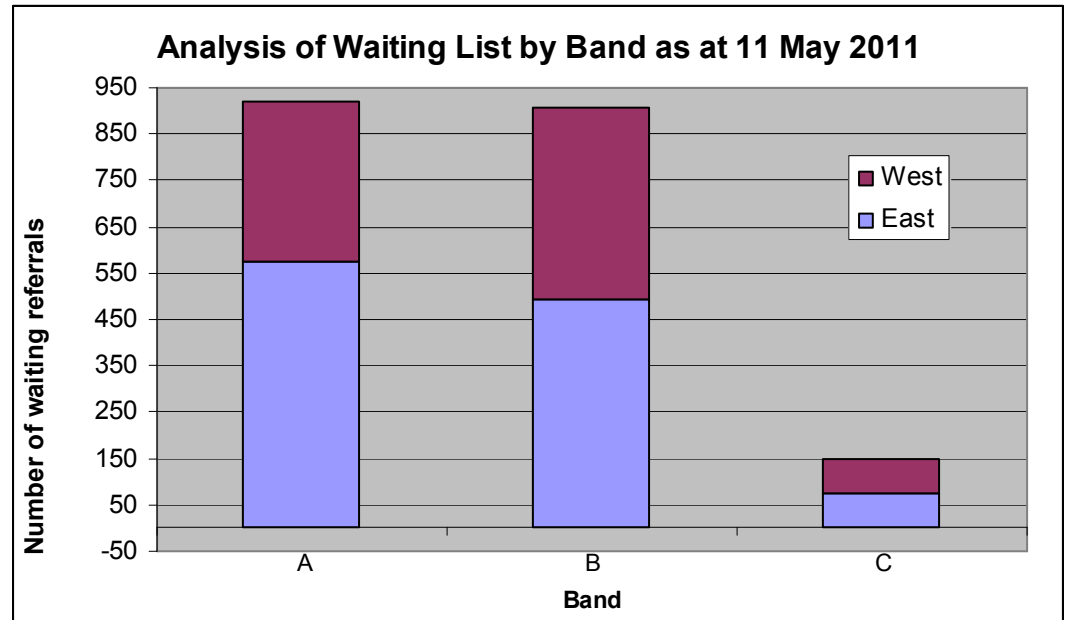
Primary Client group	A	B	C	Total
Families	102	2		104
Generic	219	5	3	227
Offenders	36			36
Older people	44	17	1	62
Phys/Sens Dis	43	10	2	55
Alcohol Problems	24	5	2	31
Drug Problems	34	1		35
Learning Dis	48	2	1	51
Mental Health	153	12		165
Refugees	2			2
Rough Sleeper	19			19
Single Homeless	184			184
Teen Parents	65	3	2	70
Domestic Abuse	119			119
Traveller	1			1
YP Risk	78	1		79
YP Care	10			10
Grand Total	1181	58	11	1250



Appendix Four Analysis of Waiting List

4.0 Analysis of Applications waiting by band and geographical distribution

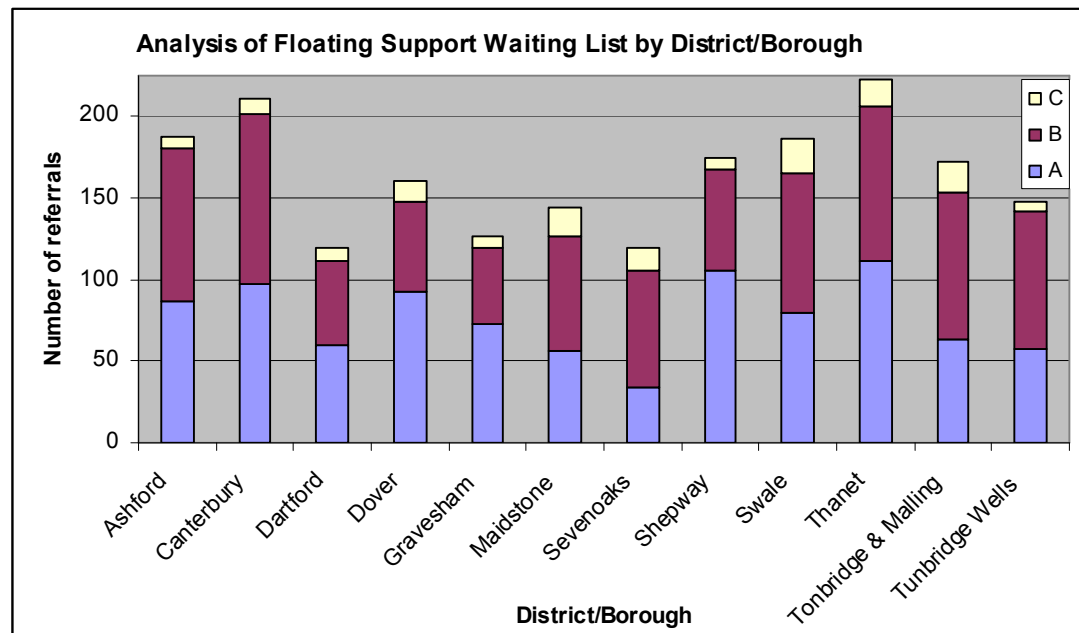
Area	A	B	C	Total
East	574	494	76	1144
West	344	414	71	829
Grand Total	918	908	147	1973



Appendix Four cont'd

4.1 Analysis of referrals waiting by district/borough and band at 11.05.11

District/Borough	A	B	C	Total
Ashford	87	93	8	188
Canterbury	97	105	9	211
Dartford	60	51	9	120
Dover	93	55	13	161
Gravesham	73	47	6	126
Maidstone	56	70	18	144
Sevenoaks	34	72	13	119
Shepway	106	61	8	175
Swale	80	85	21	186
Thanet	111	95	17	223
Tonbridge & Malling	63	90	19	172
Tunbridge Wells	58	84	6	148
Total	918	908	147	1973



Appendix Four

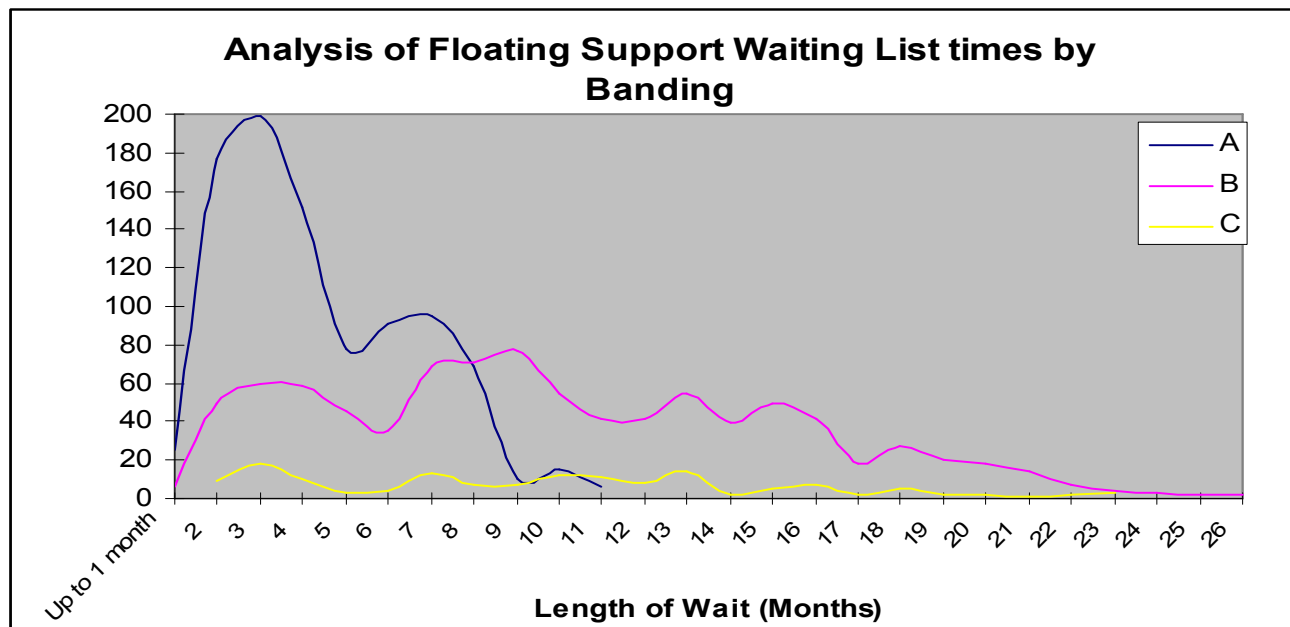
4.2 Analysis of the Floating Support Waiting list by Primary Client Group and district/borough

District/Borough	Alcohol Problems	Domestic Abuse	Drug Problems	Families	Generic	Learning Dis	Mental Health	Offenders	Older people	Phys/Sens Dis	Rough Sleeper	Single Homeless	Teen Parents	Traveller	YP Leaving Care	YP Risk	Grand Total
Ashford	3	19	2	24	46	5	19	1	3	11		11	35		1	8	188
Canterbury	9	20	6	9	41	9	43	7	13	16		16	14		2	6	211
Dartford	4	1	8	10	16	12	25	4	2	5	1	10	1		2	19	120
Dover	7	28	14	7	37	6	15	6	6	7		15	10			3	161
Gravesham	1	1	9	7	27	4	16	1	6	5	1	15	10		1	22	126
Maidstone	5	2	3	7	33	12	37	4	11	10	1	8			2	9	144
Sevenoaks		4	1	5	33	8	24	2	4	18		8	6	1		5	119
Shepway	9	38	4	14	29	12	14	5	3	3		18	19			7	175
Swale	8	15	6	6	28	15	45	10	12	10		11	15		3	2	186
Thanet	17	23	8	15	37	14	41	15	4	8		20	15			6	223
Tonbridge & Malling	2	2		12	41	23	34	1	17	22		2	8			8	172
Tunbridge Wells			1	3	43	12	33	1	6	18		5	9			17	148
Grand Total	65	153	62	119	411	132	346	57	87	133	3	139	142	1	11	112	1973

Appendix Four cont'd

4.3 Analysis of Floating Support Waiting Times by banding as at 11.05.11

Length of wait	A	B	C	Total
1 month or less	25	6		31
1 - 3 months	376	109	27	512
3 - 6 months	321	139	17	477
6 - 12 months	195	354	58	607
12 -18 months	1	230	35	266
18 - 24 months	0	66	10	76
over 24 months	0	4		4
Grand Total	918	908	147	1973



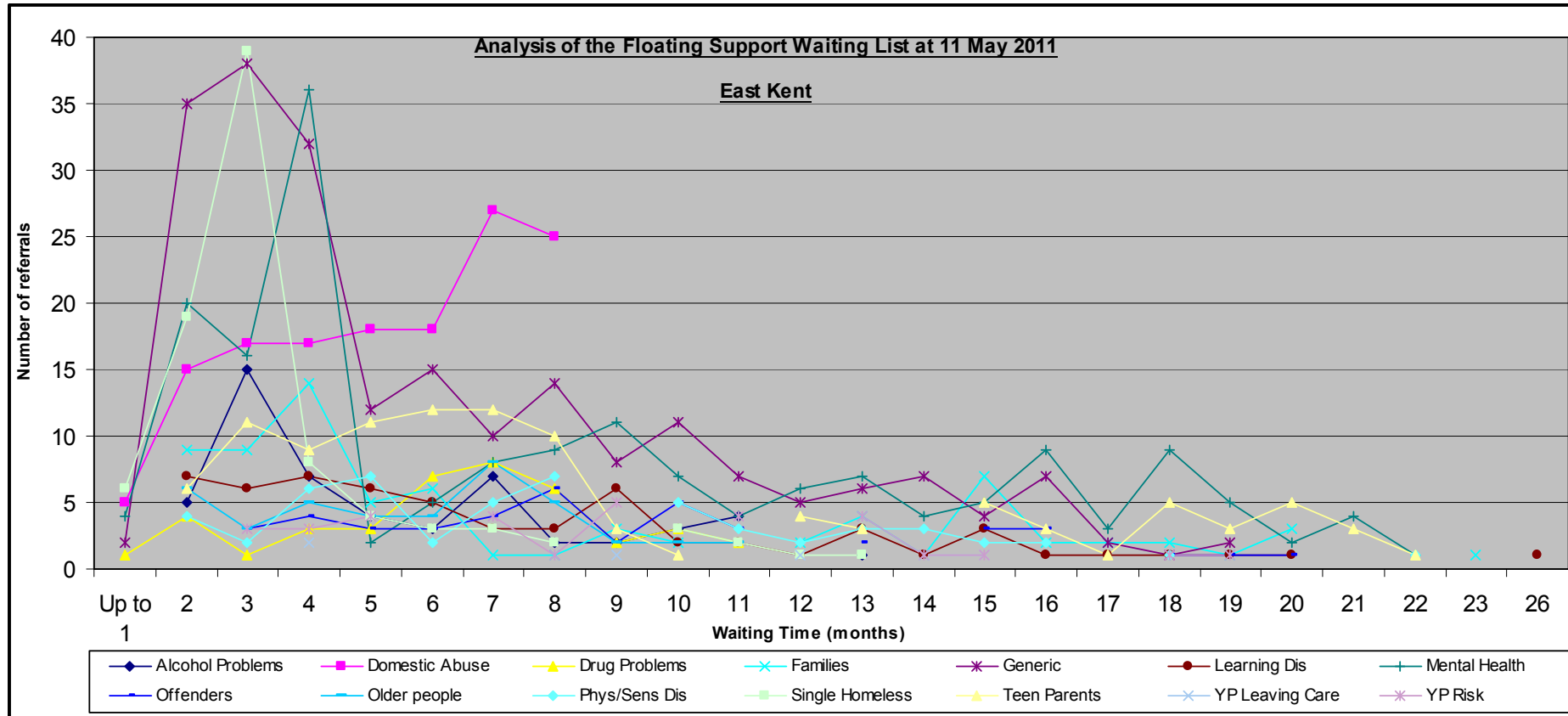
Appendix Four cont'd

4.3 Analysis of the Floating Support Waiting list by Primary Client Group – East as at 11.05.11

Waiting Time (months)	Alcohol Problems	Domestic Abuse	Drug Problems	Families	Generic	Learning Dis	Mental Health	Offenders	Older people	Phys/Sens Dis	Single Homeless	Teen Parents	YP Leaving Care	YP Risk	Grand Total
Up to 1		5	1		2		4				6				18
3	20	32	5	18	73	13	36	3	9	6	58	17		3	293
6	14	53	13	25	59	18	43	10	13	15	15	32	2	7	319
12	18	53	21	9	55	17	45	20	19	22	11	30	2	14	335
18	1			18	27	10	37	9		11	1	17	2	7	140
23				5	2	2	12	2		1		12		1	37
over 23 mths						1									1
Grand Total	53	143	40	75	218	61	177	44	41	55	91	108	6	32	1144

Appendix Four cont'd

4.3 Analysis of the Floating Support Waiting list by Primary Client Group – East Kent as at 11.05.11



Appendix Four cont'd

4.3 Analysis of the Floating Support Waiting Times by Primary Client Group – West as at 11.05.11

Waiting Time (months)	Alcohol Problems	Domestic Abuse	Drug Problems	Families	Generic	Learning Dis	Mental Health	Offenders	Older people	Phys/Sens Dis	Rough Sleeper	Single Homeless	Teen Parents	Traveller	YP Leaving Care	YP Risk	Grand Total
Up to 1	2	1	1		2	1		1				3				2	13
3	8	9	7	21	37	10	24	7	18	20	3	35	3			17	219
6	2		3	8	48	18	35	1	5	6		8	4			20	158
12			7	5	68	22	59	3	18	26		2	22		4	35	271
18			4	6	36	15	27		4	22			4	1	1	6	126
24				4	1	5	22	1	1	4			1				39
Over 24 mths					1		2										3
Grand Total	12	10	22	44	193	71	169	13	46	78	3	48	34	1	5	80	829

Appendix Five The application and referral process

Applications for floating support are submitted on a standardized form and submitted to the Supporting People Team. Once received, the applications are registered and banded in priority according to the floating support protocols.

Band A Those individuals who are in highest need of floating support including those

- under threat of eviction
- experiencing domestic abuse or harassment
- under 18
- Sleeping rough, in their first tenancy, setting up a new dwelling or going to move-on accommodation after a period in an accommodation-based service
- vulnerable due to having been institutionalized

Band B Those individuals who are in medium need of floating support including those

- Needing help managing finances
- Lacking parenting skills or life skills

Band C Those individuals who are in lowest need of floating

Including those

- Needing advocacy, advice and assistance with liaison
- Unable to maintain themselves or their property

Vacancies in services arise as existing service users' programmes of support are completed and outcomes met. When such vacancies occur, applications from the waiting list are referred to the provider according to priority, service specialism where required and area of service delivery.