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To: Supporting People Commissioning Body 17 April 2012

Subject: Floating Support Impact Assessment

Classification: Unrestricted

Summary

This is the fourth quarterly assessment of the impact of the reduction in April 2011 of the capacity of floating support services.

The report covers the period November 2011 - February 2012 and shows that there are fewer people waiting for a service than before the capacity of services were reduced and waiting times remain lower than they were at that time.

1. Introduction

- (1) Following the non-renewal of district and borough based floating support contract from April 2011, the Commissioning Body requested that an assessment be carried out and reported each quarter in order to determine the impact upon the numbers of people waiting to receive a service.
- (2) The data shows that although waiting times rose for a short time whilst existing users of the district and borough based services were transferred to replacement services, the length of wait and the number of people waiting has decreased overall despite the reduction in capacity. Both the number of people waiting and the length of their wait have remained lower than they were prior to April 2011.

2. Context

- (1) **Currently commissioned services** – There has been a small change in the number of floating support units commissioned as at 10.02.12 and the number and distribution of these units is shown in **Appendix 1**. The table shows that the number of commissioned units is higher in the east of the county than in the west.

3. Applications

- (1) **Priority Band** – The programme accepted 752 applications for floating support during the period Nov 2011 - Feb 2012, a fall of 79 from the last report. **Appendix 2** shows an analysis of applications accepted during the period. Most of the referrals accepted were Band A (84%) as during the

period; action was taken to ensure that lower priority applications were redirected to more appropriate sources of help.

- (2) **Primary Client Group** – As in all previous analyses, the highest number of applicants (162) was those identified as Single Homeless with Support Needs, representing 22% of all of those made during the period - a figure consistent with last period. All but 4 of the applications for this group were given a priority of Band A. Of these applicants, 147 were living in temporary situations, including lodging with relatives or sofa surfing. Those requiring a generic service (102 applicants or 14%) and those with mental health problems (102 applicants or 14%) were the next most frequently received with 87 applications (12%) from those experiencing domestic abuse.
- (3) **Locality** – As in all previous analyses, more applications were received from applicants in east Kent (60%) than west Kent (40%). This distribution is consistent with previous reports. One again, more applications (124 or 16%) came from Thanet than any other district.

4. Referrals to Providers

- (1) Applications can be passed to support services when vacancies within them arise. The number of applications passed to providers (812) has exceeded the number of new applications (752) received. **Appendix 3** shows that the result of this work is that 813 applications were referred on to providers for service delivery to begin.
- (2) In a reflection of demand, the greatest number of applications passed to providers were from those described as single homeless with support needs, mental health, generic and domestic abuse groups which collectively account for more than half (429 or 52%) of all referrals passed to providers.
- (3) The greatest number of referrals passed to providers was for people living in Thanet, Maidstone and Ashford. These referrals accounted for just over a third (34%) of all applications passed to providers.

5. The Waiting List

- (1) An overview of the number and distribution of those waiting to receive a floating support service on 10.02.12 is attached at **Appendix 4**. Whilst the number of people waiting to receive a service has fallen significantly since the first assessment in May 2011, there has been a rise in the number of people waiting when compared with the previous period. The reason for this temporary rise is set out in the introduction of this report.

An analysis of the cases is provided below.

6. Waiting time

- (1) The waiting time for applicants to receive a service remains much reduced across all client groups and districts and boroughs since the first analysis in May 2011. Most Band A referrals (89%) have been waiting 1 month or less. Almost all Band A referrals have been waiting less than 12 weeks to receive a

service, with the exception of 7 applications where this date has been exceeded.

- (2) In some of these 7 cases, applications were made whilst the individual was in supported housing and therefore ineligible for floating support because they were already in receipt of housing related support in a supported housing or sheltered context. In the remaining cases the individual's support needs at point of referral were identified at a lower band and lower priority. For instance, at point of application, they may have needed help with managing money (Band B) but they have now identified that they are subject to domestic abuse or harassment (Band A). Each of these cases is now eligible for a service at Band A, but the date of the original application gives the appearance of having waited at this band for period of over 12 weeks.

7. Primary Client Group

Since the last report the number of people waiting at the end of the period fell or remained the same in six client groups, including those with drug or alcohol problems and young people leaving care. There has been an increase in the number of people waiting in all other client groups with the largest increases in domestic abuse (38 people waiting) generic (31 people waiting) and single homeless (46 people waiting). Despite these small temporary increases, there are still significantly fewer people waiting in these groups than in the first analysis in May 2011.

8. Locality

- (1) The number of people waiting fell in each district/borough during the period compared with the first analysis, however due the features earlier described, there have been small temporary rises in seven of these areas.
- (2) Of those waiting, a greater number are waiting in east Kent (169) than in the west of the county (48). Thanet has the highest number of people waiting in any one district (45 people, or 20%).
- (3) The programme has continued to assertively manage the referrals that have been assessed in lower priority i.e. Band B and C and signpost these referrals to enable the applicant to access the help they need without waiting any further.
- (4) Where relevant, new applicants whose support needs fall into these lower priority bands have similarly been signposted to district-specific help that is more appropriate to their needs.
- (5) The programme is currently consulting with partners with a view to continuing and enhancing this approach in the future protocols and processes devised for floating support. Current providers have already indicated their support the principles of the revisions and made suggestions for enhancements to the processes, tools and procedures to be used. The consultation with stakeholders will continue and recommendations will be brought to the Core Strategy Group in its June meeting.

- (6) The protocols will take account of the automation of the referral mechanism for floating support which is discussed in a further report on this agenda.

9. Conclusion

- (1) The Commissioning Body requested that an assessment be carried out and reported each quarter in order to determine the impact upon waiting list for floating support, following the non-renewal of district and borough based floating support contracts from April 2011.
- (2) The assessment has shown that the number of people currently waiting for a service is lower than the number waiting prior to the non renewal of district based services, that is to say that the non-renewal of district-based services has not had an impact on the number of people waiting or upon waiting times.
- (3) There has been a significant reduction in waiting times for the most urgent referrals since April 2011, 89% of these referrals receive a service in 1 month or less.
- (4) New floating support services are commencing in October 2012 and there are contingency arrangements for the continuation of services in the meantime.
- (5) Individuals who have non-urgent needs or who do not require a housing related support service have been enabled access alternative sources of help to meet their needs.
- (6) Consultations with providers and stakeholders are being undertaken in order that the principles, processes and procedures for floating support can be revised. The revisions will take into the account the future automation of the referral mechanism.

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 10.02.11

Appendix Two Analysis of Applications Received

Appendix Three Applications Referred to Providers

Appendix Four Analysis of Waiting List at 10.02.12

Appendix One Analysis of current commissioned services as at 10.02.12

Primary Client Group	West	East	Kent	Grand Total
Alcohol Problems	50			50*
Domestic Abuse	108	88		196*
Drug Problems	53	66		119
Generic	275	258	90	723
HIV / AIDS			22	22
Homeless Families	78	91		169
Mental Health	82	148		230*
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	779	1026	316	2121

(36.7%) (48.4%) (14.9%)

* Figure includes units delivered in lieu of future accommodation based services

Appendix Two Analysis of Applications Received By district/Borough and Band

	District	A	B	C	Total
East	Ashford	65	8	2	75
	Canterbury	63	11	1	75
	Dover	50	7	1	58
	Shepway	58	8	1	68
	Swale	38	14	2	54
	Thanet	110	12	2	124
	East total	384	60	9	454
West	Dartford	43	8	1	52
	Gravesham	46	6		52
	Maidstone	45	14	3	62
	Sevenoaks	30	3	2	35
	T/Wells	47	8		55
	Ton & Mall	38	4		42
	West Total	249	43	6	298
All Kent	633	103	15	752	

Appendix Two Analysis of Applications Received by district/Borough and Band

SUDistrict		Alcohol	Domestic Abuse	Drug Problems	Families	Frail Elderly	Generic	Men Dis Off	Offenders	Older people	OP MH	Learning Dis	Mental Health	Phys/Sens Dis	Refugees	Rough Sleeper	Single Homeless	Teen Parents	Traveller	YP Risk	YP Care	Grand Total
East	Ashford		10	1	13		11	1	3	1			8	1			14	3		8	1	75
	Canterbury	4	7	2	2		13		1	3		4	11	2			14	4	1	6	1	75
	Dover	1	5		2		15		1	1	1	1	6				18	1		6		58
	Shepway	2	11	2	2	2	5			4	1	3	7	3			13	4		7	1	68
	Swale		14		1		4			3	1	3	8	4			9	2		2	3	54
	Thanet	2	11	2	8	2	15		4	4	3	1	16	5			29	6		10	6	124
	East Total	9	58	7	28	4	63	1	9	16	6	12	56	15	0	0	97	20	1	39	12	454
West	Dartford	4	2		3		5			2		2	5		1	1	19	2		5	1	52
	Gravesham	3	4		7		8			1			10				14			4	1	52
	Maidstone	3	7		1		7					1	8	6			13	12		4		62
	Sevenoaks		2	1	1		6	1	2	1			9	2			6			4		35
	Tonbridge & Malling	1	11	1	2	1	9			1		1	11	2			4	5		6		55
	Tunbridge Wells	1	3	1			4	1	6	1		2	3	3		1	9	3	1	3		42
	West Total	12	29	3	14	1	39	2	8	6	0	6	46	13	1	2	65	22	1	26	2	298
Grand Total	21	87	10	42	5	102	3	17	22	6	18	102	28	1	2	162	42	2	65	14	752	

Appendix Three Applications Referred to Providers

	Band			Total
	A	B	C	
Alcohol	20	5	1	26
Domestic Abuse	80	1		81
Drug Problems	16	2		18
Families with Support Needs	39	2		41
Frail Elderly	2	2	1	5
Generic	77	17	1	95
Men Disordered Offenders	3			3
Offenders	19	6	2	27
Older people mental health dementia	8			8
Older people	19	23	6	48
Physical/Sensory Disability	17	12	2	31
Learning Disability	13	8		21
Mental Health Problems	74	25	5	104
Refugees		1		1
Rough Sleeper	4			4
Single Homeless	148	1		149
Teenage Parents	32	19	3	54
Traveller	1			1
Young People at Risk	61	14	1	76
Young People Leaving Care	18	2		20
Grand Total	651	140	22	813

Appendix Four

Analysis of numbers of people waiting at 10.02.11 to receive a service by district/borough and primary client group

	Ashford	Canterbury	Dartford	Dover	Gravesham	Maidstone	Sevenoaks	Shepway	Swale	Thanet	Tonbridge & Malling	Tunbridge Wells	Total
Alcohol Problems		2		1						1			4
Domestic Abuse	5	4		2	1		2	7	9	8			38
Drug Problems	1									1	1		3
Families with support needs	6		1	1	3			2	1	1			15
Frail Elderly										1			1
Generic	5	6	1	5	1	2	2	2		6		1	31
Learning Disability		1	1	2					1	1		1	7
Mental Health	2	7	1	1	2		1	4		5	2	1	26
Offenders	1	1		1						3		2	8
Older people	1							2					3
Older People Mental Health/Dementia								1					1
Phys/Sens Disability						1	1		1	2			5
Single Homeless	5	7		8	1	2		7	2	12		2	46
Teen Parents				1		2			2	3	5	1	14
Traveller		1											1
Young People Care									1				1
Young People Risk	1	3	2		2	2		1		1	1		13
Total	27	32	6	22	10	9	6	26	17	45	9	8	217

