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To: Supporting People Commissioning Body, 23 July 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 February 2012 - May 2012 and shows a further drop in people waiting for a service since the last report and before the capacity of services were reduced and waiting times remain lower than they were at that time in April 2011.

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 since the reconfiguration of services. Both the number of people waiting and the length of their wait have remained consistently lower than they were prior to April 2011.

2. Context

- (1) **Currently commissioned services** – There has been no change in the number of floating support units commissioned as at 10.05.12 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 576 applications for floating support during the period Feb 2012 - May 2012, a fall of 176 from the last report. **Appendix 2** shows an analysis of applications accepted during the period. All of the referrals accepted were Band A, applicants with lower support needs were redirected to more appropriate sources of help.
- (2) **Primary Client Group** – As in all previous analyses, the highest number of applicants (160) was those identified as Single Homeless with Support Needs, representing 28% of all of those made during the period - a figure consistent with last period. Of these applicants, 92 were living in temporary situations, including lodging with relatives or sofa surfing. Those requiring a domestic abuse service (73 applicants or 13%) and those with mental health problems (65 applicants or 1%) were the next most frequently received but the number of applications from these groups fell from the last quarter.
- (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. Once again, more applications (112 or 19%) 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 (983) has exceeded the number of new applications (576) received. **See Appendix 3.**
- (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 (591 or 60%) of all referrals passed to providers.
- (3) The greatest number of referrals passed to providers was for people living in Thanet, Maidstone and Dover. These referrals accounted for over a third (40%) 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 11.05.12 is attached at **Appendix 4**. The number of people waiting to receive a service has fallen significantly since the first assessment in May 2011 and since the last report.

An analysis of the applications waiting 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 (76%) have been waiting 1 month or less. All Band A referrals have been waiting less than 12 weeks to receive a service, with the exception of 2 applications where this date has been exceeded. In these 2 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 in all client groups. The largest client group currently waiting is Domestic Abuse (25 people waiting) Despite this, there are still significantly fewer people waiting in this group 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 analysis in the previous report and has fallen considerably since the first analysis.
- (2) Of those waiting, a greater number are waiting in east Kent (149) than in the west of the county (25). Thanet has the highest number of people waiting in any one district (21 people, or 28%).
- (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 to 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.
- (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.
- (7) The Commissioning Strategy Group at their June Meeting agreed that whilst this report has been useful, future progress should be reported by exception within the Performance Report.

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, 76% 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.
- (7) Future updates will be reported by exception within the Performance Management Paper.

Recommendations

- 1) The 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 10.05.12
Appendix Two Analysis of Applications Received
Appendix Three Applications Referred to Providers
Appendix Four Analysis of Waiting List at 10.05.12

Appendix One Analysis of current commissioned services as at 10.05.12

Primary Client Group	West	East	Kent	Grand Total
Alcohol Problems	50			50*
Domestic Abuse	108	88		196*
Drug Problems	53	66		119
Generic	275	358	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

	District	Number of Applications
East	Ashford	40
	Canterbury	48
	Dover	63
	Shepway	53
	Swale	29
	Thanet	112
	East total	345
West	Dartford	48
	Gravesham	51
	Maidstone	39
	Sevenoaks	19
	T/Wells	31
	Ton & Mall	43
	West Total	231
	All Kent	576

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

		Alcohol	Domestic Abuse	Drug	Families	Families	Frail Elderly	Generic	HIV/Aids	LD	MH	Offenders	Older People	OP MH/Dem	Phys/Sens Dis	Rough Sleeper	Single H'Less	Teen Parents	Traveller	YP Care	YP Risk	Grand Total
	SUDistrict																					
East	Ashford		6	1	8			2		1	4	1					11	3		2	1	40
	Canterbury	2	10		2			6	1	2	2	1	1	2	1		14	3			1	48
	Dover		4	4	7			10		1	4		1	2	1		14			1	14	63
	Shepway		6	2	9			4		1	5		3		2	1	8	3			9	53
	Swale		6	1	1			5			6				1		6			1	2	29
	Thanet	3	17	2	8	1	2	12			13	1		1	6		31	5	1	3	6	112
	East Kent Total	5	49	10	35	1	2	39	1	5	34	3	5	5	11	1	84	14	1	7	33	345
West	Dartford		4	3	5		1	2			4	1	1	1	1	1	18		1	2	3	48
	Gravesham	3	1	2	2			2		1	5	1		2	2		29				1	51
	Maidstone	1	3		2			4		1	4	1	1		2		11	3		1	5	39
	Sevenoaks		4	1	2			1		1	1			1		1	5	2				19
	Tunbridge Wells	1	3	1				1		2	8	2			1	1	5	2	1		3	31
	Tonbridge & Malling	2	9	1	1			3			9	2	1		1	1	8	3			2	43
	West Kent Total	7	24	8	12	0	1	13	0	5	31	7	3	4	7	4	76	10	2	3	14	231
	Grand Total	12	73	18	47	1	3	52	1	10	65	10	8	9	18	5	160	24	3	10	47	576

Appendix Three Applications Referred to Providers

	Band			Total
	A	B	C	
Alcohol	16	5		21
Domestic Abuse	98			98
Drug Problems	22	4	4	30
Families with Support Needs	66	10	1	77
Frail Elderly	4		1	5
Generic	90	34	5	129
Learning Disabilities	19	13	1	33
Mental Health Problems	102	28	6	136
Mentally Disordered Offenders		1		1
Offenders	18	1		19
Older people	16	3	2	21
Older people mental health /dementia	12	1		13
Physical/Sensory Disability	28	12	4	44
Rough Sleeper	4			4
Single Homeless	224	3	1	228
Teenage Parents	42	1		43
Traveller	5			5
Young People at Risk	62	3	2	67
Young People Leaving Care	9			9
Grand Total	837	119	26	983

Appendix Four

Analysis of numbers of people waiting at 10.05.12 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	Grand Total
Alcohol Problems					1	1				1	1	1	5
Domestic Abuse	1	5	1					4	4	10	1		26
Drug Problems			1	1									2
Families							2	2		2			6
Generic			1			2			1	2	1		7
HIV / AIDS		1											1
Learning Dis	1												1
Mental Health	1			1		1		1	1	4			9
Offenders						1							1
Older people		1											1
Phys/Sens Dis										1			1
Rough Sleeper			1									1	2
Single Homeless					3	1	1	1			1		7
YP at Risk				1		2		1					4
YP Leaving Care										1			1
Grand Total	3	7	4	3	4	8	3	9	6	21	4	2	74