

By: Angela Slaven, Customer and Communities Directorate, Director of Service Improvement

To: Supporting People Commissioning Body – 10 October 2013

Subject: Update on Floating Support

Classification: Unrestricted

Summary

This report provides the Commissioning Body with an update on the impact of the utilisation of Floating Support in Lieu services to support the Troubled Families agenda.

Recommendation:

The Commissioning Body is asked to note the update provided.

1. Introduction

- (1) The Commissioning Body agreed to the recommissioning of floating support across the county. Following a successful tendering process, these services began operating in October 2012.
- (2) Existing floating support services that were established in lieu of the Commissioning Body' aspirations for new supported housing services were to be retained until such time as these services could be commissioned.
- (3) At its July meeting, the Commissioning Body agreed that since the substantive contracts for floating support were fully operational, the capacity for floating support in lieu services could be utilised to support the Troubled Families Agenda until the contracts end in March 2014.
- (4) This report provides the Commissioning Body with information about the ability of the substantive floating support contracts to service the need for their services.

2. Substantive Floating Support Services

- (1) Detail relating to the substantive contracts is contained within Appendix 1.
- (2) Between April and August 2013, 1491 new referrals for floating support were accepted onto the referral system. Each of these referrals was passed promptly to a substantive contract provider for support to begin. The average number of referrals received each month rose in the period April – August from 203 to 298 per month

- (3) As the substantive floating support services have become established, the demand for the floating support in lieu services has diminished. In July 2013, the floating support in lieu services began delivering to the Troubled Families programme.
- (4) Feedback from the programme manager indicates that the floating support resource has been vital in the efficient and timely implementation of the Troubled Families work. Over 300 families have been referred since July and the additional resource enables 138 families to be worked with intensively at any one time.
- (5) The utilisation levels of the substantive floating support contracts have improved with many operating at or near to capacity. Vacancies in these contracts still exist in some services, notably the west Kent Generic service.

4. Conclusion

- (1) The substantive floating support services are fully operational, which has enabled the in lieu provision to be utilised to support the Troubled families agenda.
- (2) The substantive floating support services have proved able to service the increased demand at a time when the availability of floating support in lieu services was diminished and no impact has been observed on waiting times for vulnerable people.
- (3) It is anticipated that these services will have the capacity to deal effectively with further increases in demand at current rates.

Recommendations;

The Commissioning Body is asked to note the update provided.

Background Documents

None

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Appendix 1
Substantive Floating Support Contracts

Cohort	West	East
Generic	Sanctuary Supported Living	Sanctuary Supported Living
Ex Offenders	West Kent Lifeways	Porchlight
Domestic Abuse	West Kent Lifeways	Home Group
Mental Health	Lookahead	Lookahead
Young People	Lookahead	Lookahead
BME	Rethink Sahayak	Rethink Sahayak
Rough Sleepers*	Porchlight	Porchlight