

TONBRIDGE & MALLING BOROUGH COUNCIL

STRATEGIC HOUSING ADVISORY BOARD

19 May 2014

Report of the Director of Planning, Housing and Environmental Health

Part 1- Public

Matters for Information

1 SUPPORTING PEOPLE PROGRAMME UPDATE

Summary

This report is to inform Members of the Kent Supporting People Commissioning Plan for the period 2014-2017.

- 1.1.1 Members will recall from previous reports to this Board that Kent Supporting People commissioned the Chartered Institute of Housing to undertake a "Needs Analysis.
- 1.1.2 The needs analysis found that current service models will be neither affordable nor sufficient in meeting the needs of clients within the current resources. Recommendations from the needs analysis included:
- reducing the number of contracts, making the programme more manageable and enabling more flexible provision;
 - introducing clear pathways in and out of services so that customers can better understand the programme they are on;
 - giving consideration to reduce the high support hours in some services;
 - exploring the needs of ex-service personnel;
 - improving service models to enable increased utilisation and throughput;
 - reviewing older persons services in light of changing needs;
 - improving customers ability to sustain future tenancies; and
 - using a single assessment tool.
- 1.1.3 Consequently transformation of housing-related support services is required to enable the delivery of a system that is personalised, responsive, flexible and offers real choice and control to service users.

1.1.4 Based on the findings and recommendations of the needs analysis the Supporting People Commissioning Body has agreed a shift towards more flexible delivery models that target prevention and early intervention.

1.2 Commissioning Themes

1.2.1 The following ten commissioning intentions will be the focus of service improvement and redesign over the next three years.

- Domestic Abuse;
- Homelessness including rough sleepers;
- Learning Disability;
- Mental Health;
- Physical and Sensory Disability;
- Offenders;
- Older People;
- Young People at Risk and Teenage Parents;
- Substance Misuse; and
- Ex-Service Personnel.

1.2.2 It is envisaged that these themes will provide the basis for service improvements and redesign through:

- rationalisation and reconfiguring existing services;
- even distribution of services across the County; and
- clear referral pathways into services.

1.2.3 The overarching aspects of each tendering exercise will be to:

- adopt a co-ordinated approach to commissioning services; pooling budgets where possible to offer economies of scale and seamless service provision;
- commission integrated contracts to deliver consistent services across the county; and
- commission one prime provider for each contract to facilitate greater flexibility in provision through better use of sub-contracting arrangements.

- 1.2.4 Consultation on service design for each cohort will take place as part of the tendering exercises
- 1.2.5 A recent Commissioning Plan event was held for Providers and Stakeholders providing the opportunity for any concerns and queries to be raised and addressed in relation to the proposed new models of service delivery.
- 1.2.6 The following paragraphs provide Members with an overview of the intentions for each Commissioning theme.

1.3 Domestic Abuse

- 1.3.1 Rationalise domestic abuse service provision on a holistic East and West Kent basis incorporating secure refuges, floating support, resettlement, IDVA services and a sanctuary scheme.

1.4 Homelessness including Rough Sleeping

- 1.4.1 Ensure even homeless accommodation across the county and specialist rough sleeper outreach support to entrenched and recent rough sleepers. Reconfigure provision on an East and West Kent basis to incorporate hostel accommodation, move-on accommodation, floating support, resettlement and rough sleeper support.

1.5 Learning Disability

- 1.5.1 Rationalise learning disability services on an East and West Kent basis to ensure a pathway for service users that includes long term and short term accommodation, resettlement, and floating support that recognises some individuals will have an ongoing support need to assist their independence.

1.6 Mental Health

- 1.6.1 Rationalise mental health services on an East and West Kent basis to ensure a pathway for service users that includes long term and short term accommodation, resettlement, and floating support that recognises some individuals will have an ongoing support need to assist their independence.

1.7 Physical and Sensory Disability

- 1.7.1 Ensure that supported accommodation across all client groups has sufficient suitable provision to meet the needs of service users who also have physical disabilities in addition to support needs. Ensure that services are sufficiently skilled to maximise choice for those with sensory impairment.

1.8 Offenders

- 1.8.1 Rationalise offender services on an East and West Kent basis so that they include short term accommodation, resettlement, and floating support and ensure that the service provision begins before individuals leave prison.

1.9 Older People

- 1.9.1 Ensure that services for older people with support needs are available in the right place at the right time and that the support meets individual need to enable service users to live independently in their own homes.

1.10 Young People at Risk and Teenage Parents

- 1.10.1 Ensure even young person and teenage parent accommodation across the county. Reconfigure provision on an East and West Kent basis to incorporate hostel accommodation, move-on accommodation, floating support and resettlement.

1.11 Substance Misuse

- 1.11.1 Ensure even provision of services across the county that include supported accommodation, floating support and resettlement, working in partnership with drug treatment agencies.

1.12 Ex-Service Personnel

- 1.12.1 Build on existing work to understand the housing-related support needs of this group and commission accordingly. There are likely to be links and connections with existing provision in homeless and mental health services.

1.13 Legal Implications

- 1.13.1 None associated with this report.

1.14 Financial and Value for Money Considerations

- 1.14.1 None directly arising from this report as this is a County Council Budget.

1.15 Risk Assessment

- 1.15.1 None associated with this report but as the tendering exercises are undertaken the Council will need to be fully engaged to ensure that services within the Borough are maintained in order that vulnerable households can continue to live independently in the community.

Background papers:

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Nil

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