

HOUSING RELATED SUPPORT SERVICES

To: **Adults Committee**

Meeting Date: **16 January 2020**

From: **Adrian Chapman, Service Director: Communities and Safety**

Electoral division(s): **All**

Forward Plan ref: **N/A** *Key decision:* **No**

Purpose: **To provide an update on the Housing Related Support Review, seek engagement in a Members Reference Group and agree contract extensions**

Recommendation: **The Committee is asked to;**

- 1) Note the content of this report**
- 2) Agree to the requested contract extension (2.3.3)**

| <i>Officer contact:</i> | | <i>Member contacts:</i> | |
|--------------------------------|--|--------------------------------|--|
| Name: | Lisa Sparks | Names: | Councillors Anna Bailey |
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1. BACKGROUND

- 1.1 The Housing Related Support budget pays for dedicated support staff who are able to deliver specialist support to meet the specific needs of each person for example support to access benefits, support to manage issues such as addiction, mental health issues and emotional wellbeing. Costs relating to accommodation, such as rent and service charges, are **not** covered by this funding.
- 1.2 To ensure that rough sleepers and vulnerable homeless adults accessing Housing Related Support services get the best outcomes possible, the Council has been working with district partners to look at how alternatives to hostel accommodation, such as Housing First, can be introduced across the county.
- 1.3 Housing First is a recognised good practice model which provides an opportunity to support those with the most complex needs in a way that enables them to engage and begin to make changes in a way that is manageable for them. Whilst, this model is being actively explored with partners, it is not designed to be a universal service, but will instead be one element of a solution which will need to take account of different locality needs.
- 1.4 Through delivering services differently, we can also realise some of the required savings for the Council whilst still maintaining dedicated accommodation and support for young people who are homeless or at risk of homelessness.
- 1.5 Over the last year a lot of work has been undertaken to determine the value received through existing Housing Related Support services. There has been a short term strategy to negotiate with existing providers to realise a level of savings for the council, without impacting the outcomes for people, this work has largely concluded with £327k of savings having been delivered to date.
- 1.6 A total of £100k was delivered in 2018/19. And a further £227k will be delivered within 2019/20. This comprises £85k of savings delivered from contract negotiations and £142k of identified efficiencies. The efficiencies principally include the commissioning of a countywide HRS floating support service, the re-commissioning of HRS visiting support and the integration of a teenage parents support contract. There has also been the termination of contracts, this has been in the form of Almshouses. It was found that these services were creating a level of inequity and duplication across the county and that newly commissioned countywide floating support services were able to meet the needs of residents without any impact on their outcomes. There was also the ending of contracts for two teenage parents' projects (note one ends on 31.12.2019). The newly commissioned countywide floating support services have been able to provide a continuity in service for these individuals.
- 1.7 As part of the ongoing work within HRS, it has been evident that some of the budget lines are clearly linked to core adult's social care budgets, and therefore to enable a more transparent process it is proposed to transfer:
 - £171k for Countywide Extra Care support
 - £960k for Countywide Visiting support services
 - £896k for Countywide Floating support service

- £788k for Mental Health support service

- 1.8 To enable a larger scale of transformation there is a requirement for a needs assessment to be undertaken to fully inform our thinking around housing related support, this assessment of need would shape the vision and strategy to enable an evidenced based delivery model to be applied to an assessed level of need.
- 1.9 The Council have commissioned Arc4 to undertake a targeted piece of research to enable us to ensure that the Housing Related Support review and service redesign work is underpinned by the best possible understanding of the needs of our vulnerable homeless population. This work is due to start in December 2019 and will map local need, and identify opportunities for all statutory partners across Cambridgeshire and Peterborough to deliver homelessness services in a more innovative and effective way. We are still committed to both the St Basil's Pathway and the Housing First Model, and will continue to work on the development of these with partners through existing stakeholder groups.
- 1.10 It is proposed that there are two points in the new year that reports will be taken to committees, firstly a full update report will be taken in January which will set out the approach and will also seek to establish a Members Reference Group, this group will be one of two engagement and shaping groups that will support the re commissioning and transformation of HRS services

2. MAIN ISSUES

2.1 Current HRS Services and spend

2.1.1 Homeless & Rough Sleepers

The table below shows the currently commissioned HRS services for adults who are rough sleeping or homeless and in need of support.

| Service | Provider | District | Value 19/20 |
|--|---------------------|-----------|-------------|
| Jimmy's Assessment Centre | Jimmy's | Cambridge | £411,327 |
| Abbey Street Move-On | Jimmy's | Cambridge | £14,383 |
| Controlled Drinkers Project | Jimmy's | Cambridge | £81,430 |
| 222 Victoria Road | Riverside Group | Cambridge | £304,193 |
| Willow Walk | The Riverside Group | Cambridge | £239,832 |
| Homeless Housing Related Support Service | Cambridge Cyrenians | Cambridge | £131,528 |
| Princes Walk | Futures HA | Fenland | £27,544 |
| The Ferry Project | Luminus | Fenland | £233,507 |
| Corona House | CHS Group | Cambridge | £85,601 |

This table represents a current spend of £1,496,745 for 2019/20, compared to £1,529,345 in 2018/19.

- 2.1.2 Additional funding is also allocated to two services provided specifically for ex-offenders who are homeless and require support;

| Service | Provider | District | Value 19/20 |
|------------------------|---------------------|-----------------|-------------|
| Offender Accommodation | Luminus Group | Hunts & Fenland | £74,695 |
| Jubilee Project | Cambridge Cyrenians | Cambridge | £79,218 |

This table represents a current spend of £153,913 for 2019/20.

Older People & Adults with Disabilities

- 2.1.3 The table below shows the currently commissioned HRS services for older people and adults with a disability.

| Service | Provider | District | Value 19/20 |
|---|--|-----------------------------|-------------|
| Cambridge cluster, vicarage Terrace & Fern Court | Sanctuary HA | Cambridge & Hunts* | £788,588 |
| Green Road | Suffolk MIND | South Cambs | £79,072 |
| Older Persons Visiting Support - Cambridge City | Cambridge City Council | Cambridge | £180,000 |
| Older Persons Visiting Support - South Cambs | South Cambridgeshire District Council | South Cambs | £302,00 |
| Older Persons Visiting Support – East Cambs Fenland & Hunts | Age UK | Hunts, East Cambs & Fenland | £477,851 |
| Extra Care HRS provision | Various (embedded within care contracts) | Countywide | £171,708 |
| Abbeyfield Cambridge Vietnamese | Abbeyfield Vietnamese Society | Cambridge | £41,729 |
| Russell Street | CHS Group | Cambridge | £223,538 |

*Fern Court

This table represents a current spend of £2,200,222 for 2019/20, compared to £2,264,486 in 2018/19.

Going forward, the intention is for the budgets for these services to be transferred from HRS to the core budgets for older people, mental health and learning disabilities.

- 2.1.4 In addition to this, the table below identifies services whose funding ceased during this financial year, generating a saving of £17,054 within this financial year, and delivering a full year saving of £34,108 for 2020/21.

| Service | Provider | District | Value 19/20 |
|-----------------|-----------------------------|-----------|-------------|
| Storey's House | Foundation of Edward Storey | Cambridge | £21,874 |
| Jones Court | Ramsey Welfare Charity | Hunts | £8,877 |
| King John House | Wisbech Charities | Fenland | £3,357 |

Cross Client Group Services:

- 2.1.5 The countywide floating support services aims to prevent families, couples and single adults from losing their accommodation and becoming homelessness.

| Service | Provider |
|-----------------------------|----------|
| Countywide Floating Support | P3 |

This table represents a current spend of £896,388 for 2019/20.

2.2 Service Redesign and Savings

- 2.2.1 Following Adult Committee's endorsement of our HRS Review approach in May 2019, we have been working with partners at Cambridge City Council and Fenland District Council on the development of Housing First for Cambridgeshire. Housing First is specifically targeted at those rough sleepers who face multiple disadvantages and whose needs cannot be met by the current services available. Whilst, this model is being actively explored with partners, it is not designed to be a universal service, but will instead be one element of a solution which will need to take account of different locality needs.
- 2.2.2 We have also been having discussions with Cambridge City Council about the potential to jointly commission a new service model for Cambridge City. This 'Streets to Home' would incorporate a range of provisions (including hostel accommodation and Housing First) into a single service, with the aim of maximising the resources available and delivering a more joined up service for Cambridge's rough sleepers and single homeless.
- 2.2.3 As agreed at Adults Committee, we will also seek to use opportunities for redesign to generate the required savings from the Housing Related support budget. Whilst any reduction or change will have an impact on service provision, it is also an opportunity to do things differently so that we can explore more innovative ways of providing services and improve outcomes for those using those services. If we can commission services in a different way which will help prevent people from returning to homelessness, then over time this will reduce demand and have a positive impact on clients' lives.
- 2.2.4 To enable bidders to utilise the resources they have access to in the most innovative way possible, we are also exploring ways to ensure flexibility within the service specification to allow some elements such as the way that support is delivered to be determined by the new service provider or providers. This approach should also give greater flexibility to those who may wish to consider partnerships or consortia bids.
- 2.2.5 As any redesign of services will also need to generate savings, it is important that new models of delivery are properly scrutinised and developed collaboratively with partners.

2.3 Next Steps

- 2.3.1 The Council have commissioned Arc4 to undertake a targeted piece of research to enable us to ensure that the Housing Related Support review and service redesign work is underpinned by the best possible understanding of the needs of our vulnerable homeless population. This work is due to start shortly and will aim to map local need, and identify opportunities for all statutory partners across Cambridgeshire and Peterborough to deliver homelessness services in a more innovative and effective way.
- 2.3.2 This work will also help us to develop a greater understanding of the needs within each area and how this fits with the current allocation of resources. This can then be used to determine where funding should be targeted to meet these needs in the most effective and equitable way.

2.3.3 In recognition of the time needed to undertake this piece of research, the timetable for the HRS Review has been adjusted to ensure that the findings of this work can be used to fully inform our Housing Related Support Strategy and enable new models of delivery to take account of relevant recommendations and any identified good practice or innovations.

2.3.4 This adjustment of timetable will require a further extension of contracts so that the services listed below can continue to deliver existing services up until 31.03.21. The value associated with the extensions is also shown;

| Service | Provider | Current contract end date | Value of extension |
|--|---------------------|---------------------------|--------------------|
| Jimmy's Assessment Centre & Abbey Street Move-On | Jimmy's | 30.09.2020 | £207,855 |
| 222 Victoria Road & The Springs | Riverside Group | 30.09.2020 | £152,096 |
| Homeless Housing Related Support Service | Cambridge Cyrenians | 30.09.2020 | £65,764 |

2.3.6 We would also seek to establish a Member Reference Group (Appendix1) to support the service redesign work. Whilst the Reference Group will only be convened for a short period, it will provide a valuable opportunity for members to learn more about the models being proposed, how they will differ from current offers and what benefits changes will bring. It will provide an opportunity for questions to be asked and any concerns to be explored.

2.3.7 The intention will be for new contracts to now take effect from April 2021, rather than January 2021 as per the current timetable. This will result in a delay to savings being realised, but will ensure that the County is using the best evidence base possible for subsequent decisions.

3. ALIGNMENT WITH CORPORATE PRIORITIES

3.1 A good quality of life for everyone

The report above sets out the implications for this priority in sections 1 and 2.

3.2 Thriving places for people to live

There are no significant implications for this priority.

3.3 The best start for Cambridgeshire's Children

There are no significant implications for this priority.

4. SIGNIFICANT IMPLICATIONS

4.1 Resource Implications

- The Housing Related Support budget is reducing and this will impact on what can be delivered in future.
- Moving to new delivery models which reflect best practice may require further short term investment from the Transformation funding allocated to the Housing Related Support review.
- Any decision to maintain a service beyond the proposed savings realisation date will result in a reduced saving within that financial year.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

- To enable the redesign work to take full account of the research work, the start date for new contracts will need to be put back to April 2021.

4.3 Statutory, Legal and Risk Implications

- The services are non-statutory so are not subject to any statutory guidance
- It is likely that this project will continue to generate ongoing media attention

4.4 Equality and Diversity Implications

- The redesign of services will include looking at current pathways and access to ensure that establish that services are easily accessible and that those in greatest need can be prioritised for services.
- Due regard has been given to the Council's Equalities duties under the Equality Act 2010 and Community (Equality) Impact Assessment s have been completed for all proposals.

4.5 Engagement and Communications Implications

- The view of current and potential services users have been sought as part of the young person's service redesign work.
- The view of those with lived experience will be sought as part of the redesign work around adult homeless services.
- Regular catch up meetings are taking place between Communication Lead & Lead Commissioner.

4.6 Localism and Local Member Involvement

- The research work being undertaken by the consultants will consider the different levels and types of needs across areas of the County.

4.7 Public Health Implications

- By redesigning services we will be promoting easier access to services for those who need them and enabling access to be prioritised for those most in need.

| Implications | Officer Clearance |
|--|---|
| | |
| Have the resource implications been cleared by Finance? | Yes Name of Financial Officer: Martin Wade |
| | |
| Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement? | Yes or No Name of Officer: |
| | |
| Has the impact on statutory, legal and risk implications been cleared by LGSS Law? | Yes Name of Legal Officer: Fiona McMillian |
| | |
| Have the equality and diversity implications been cleared by your Service Contact? | Yes Name of Officer: Adrian Chapman |
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| Have any engagement and communication implications been cleared by Communications? | Yes Name of Officer: Jo Dickson |
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| Have any localism and Local Member involvement issues been cleared by your Service Contact? | Yes Name of Officer: Adrian Chapman |
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| Have any Public Health implications been cleared by Public Health | Yes Name of Officer: Tess Campbell |

| Source Documents | Location |
|--|----------------------|
| <i>Appendix 1 – Housing related support services by District</i> | Below in this report |