

JOINT COMMISSIONING OF FLOATING SUPPORT SERVICE

To: Adult Committee

Meeting Date: 8 March 2018

From: Executive Director: People and Communities

Electoral division(s): All

Forward Plan ref: 2018/025 **Key decision:** Yes

Purpose: To inform Members of the findings from a Commissioning Review carried out across Housing Related Support Services and to request approval for the joint commissioning of a Floating Support Service with Peterborough City Council (PCC).

Recommendation: The Committee is being asked to:

- a) Note the findings of the Commissioning Review
- b) Support a wider Supported Housing Review to take place during 2018/19
- c) Approve the joint commissioning of the Floating Support Service as the preferred delivery model for housing related support.

<i>Officer contact:</i>		<i>Member contacts:</i>	
Name:	Trish Reed	Names:	Cllr Bailey/Cllr Howell
Post:	Interim Commissioner – HRS	Post:	Chair/Vice-Chair
Email:	Trish.reed@cambridgeshire.gov.uk	Email:	annabailey@hotmail.co.uk / mark.howell@cambridgeshire.gov.uk
Tel:	07979 868676	Tel:	01223 706398

1. BACKGROUND

- 1.1 A recent Commissioning Review considered Cambridgeshire County Council's (CCC's) current investment in housing related support services around homelessness and homeless prevention. Currently a variety of small contracts exist with different outcomes, costs, end dates and contract management arrangements. These have largely continued to be tendered individually since the previous Supporting People contracts came to an end a few years ago.
- 1.2 The Review considered the two models of support – accommodation based and visiting (known as floating) support – and whether a more rational strategic approach can be taken to commissioning across County Council departments, and whether there are opportunities to jointly commission with Peterborough CC. A summary of the findings is given below.

2. MAIN ISSUES

- 2.1 The current CCC investment in the services covered in the Commissioning Review is £3.1m, (excluding investment in services for young people) supporting over 750 homeless and vulnerably housed people. Peterborough invests £1.12m in similar services supporting 362 people. This is across three support areas:
- Services for rough sleepers
 - Homeless hostels/refuges
 - Floating support services – homeless prevention/support
- The first two consist mainly of accommodation based and outreach services.
- 2.2 Accommodation based supported housing is currently subject to new Government proposals that will change the way it is funded. The original proposal was to restrict housing benefit payments to the same level as Local Housing Allowance rates from April 2019. The Government has recently issued a new consultation with fresh proposals that will come into effect in April 2020. The intention is to provide a separate pot of funding to upper tier authorities to fund short term supported housing. The fund will be ring-fenced to fund supported housing and Councils must work together with providers to develop a Supported Housing Strategic Plan.
- 2.3 **Key Finding 1 – Accommodation based supported housing is currently at risk until the Government's final proposals are known. It is recommended that a full Supported Housing Review be carried out during 2018/19 with district councils and supported housing providers. The Review will also explore whether support could be delivered through floating support model to achieve savings in 2019/20.**
- 2.4 Floating support services are not affected by these changes. Three current services exist across Cambridgeshire and Peterborough for this client group:
- a) Two Cambridgeshire Multi-disciplinary Floating Support Contracts end in June 2018. These provide excellent value for money (average £40 per week per client rather than £145 for supported housing). Current providers report 100% increase in demand over the last four years with many households with complex problems also suffering from mental health issues. Around half the households supported are families with children.
 - b) The mental health visiting service provides a stronger focus on mental health than housing issues, although the criteria for acceptance into the service is that a person's housing must be at risk. Although it is a countywide service, numbers supported are low (30) and there is significant confusion for clients (and agencies) about what this service delivers as opposed to the floating support service.

- c) Peterborough CC also Grant funds visiting support services for offenders, substance misuse and mental health and is keen to develop a shared approach.

- 2.5 **Key Finding 2 – There are a number of floating support services commissioned or grant funded separately. It is recommended that these services are jointly commissioned to deliver one Cambridgeshire & Peterborough Floating Support Service including a number of specialisms. This has the potential to allow providers to develop additional capacity though efficiency savings in order to meet the increasing demands on the service. It is recommended that the Floating Support model is the preferred model for delivering housing related support**
- 2.6 The Joint Commissioning Board considered the findings of the Review and agreed that Officers should progress discussions with colleagues at PCC around joint tendering. These talks were successful and Member approval is being sought from both authorities for the joint commissioning of one countywide service including across Peterborough. The total budget will be £952,922 and will support a minimum of 458 clients.
- 2.7 CCC and PCC officers recommend that the tender be offered for one service across both authority areas in order to deliver economies of scale and increase capacity. This will also enable one provider (or consortium of providers) to develop a single point of access for referrals. CCC will be the lead commissioner on behalf of both authorities as the main funder. This will be subject to a legal agreement (see 4.3)

3. ALIGNMENT WITH CORPORATE PRIORITIES

The County Council has adopted a Transforming Lives approach over the last couple of years with the aim of supporting people to be more independent by taking a 'spend to save' approach. This has included establishing the Adult Early Help Team and other prevention initiatives including the remodelling of older people's support services. This service fully supports this priority.

3.1 Developing the local economy for the benefit of all

There are no significant implications for this priority.

3.2 Helping people live healthy and independent lives

The following bullet points set out details of implications identified by officers:
Floating support service outcomes will include:

- Improved quality of life and feeling of wellbeing
- Maintain independent living and avoid homelessness
- Better manage physical and mental health without the need to access secondary mental health services.

3.3 Supporting and protecting vulnerable people

The following bullet points set out details of implications identified by officers:
Floating support activities include support with:

- Finding a home and setting up a tenancy
- Keeping the home safe and secure
- Setting a budget and paying bills
- Developing life skills to sustain living in the home
- Accessing education, training and employment

- Living a healthy lifestyle and engaging with primary health services
- Support to develop emotional wellbeing and coping strategies improving Mental Health and resilience

4. SIGNIFICANT IMPLICATIONS

4.1 Resource Implications

The following bullet points set out details of significant implications identified by officers:

- The CCC budget for the service is £896,389 to support 418 households
- This model provides the best value for money in terms of housing related support.
- Joint tendering across CCC and PCC will deliver efficiencies of scale.
- Establishing a robust service delivery model will allow for support to be delivered this way in future delivering savings.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

The following bullet points set out details of significant implications identified by officers:

- This procurement complies with the Council's Contract Procedures Rules.
- A contract of 3 years (+1) is to be offered

4.3 Statutory, Legal and Risk Implications

The following bullet points set out details of significant implications identified by officers:

- While this is not a statutory service, it supports a large number of households at minimal unit cost and ensures that households avoid the need for more costly statutory Council services.
- In order to jointly commission the service across both local authorities a Delegation Agreement has been drafted and has been agreed by both parties' legal teams.
- There is a risk that if this service is not commissioned then the opportunity to deliver further savings by delivering support in this way in future will be lost.

4.4 Equality and Diversity Implications

The following bullet points set out details of significant implications identified by officers:

- This service is designed to support those in our communities who may be vulnerable or marginalised as identified in the Equalities Act.
- Support is provided for disabled households to ensure the correct benefits are received (i.e. Personal Independence Payment)
- A previous service review (in 2015) highlighted that a wide range of vulnerable households from all relevant groups would be significantly impacted were funding for the service reduced.
- Stakeholders report that the preventative nature of the support has real impact on maintaining independence and avoiding the need for crisis intervention by statutory services.
- A Community Impact Assessment has not been carried out in relation to this exercise as the budget has been maintained.

4.5 Engagement and Communications Implications

The following bullet points set out details of significant implications identified by officers:

- During the Commissioning Review views were sought from providers and the district councils about the service and the model of delivery.
- Support was received for the recommendations from the Cambridge sub-Regional Housing Board, especially around having one service provider.
- The public haven't directly been approached although feedback from service users is included in performance monitoring and is very positive.
- Providers (both existing and potential new providers) have been consulted at a Provider Event in January and a lot of interest in the service was shown.
- TUPE will apply to all staff currently delivering the service so service users should see no impact on the individual support they receive.

4.6 Localism and Local Member Involvement

The following bullet point sets out details of significant implications identified by officers:

- Members have not yet been consulted on this re-tendering exercise.

4.7 Public Health Implications

The following bullet points set out details of significant implications identified by officers:

- The proposal will have a positive impact on the health of Cambridgeshire residents
- The service aims to meet the needs of people to prevent a crisis and thereby meeting the needs of those most in need in a timely manner.
- Homelessness is a growing problem and has a significant impact on the health of those affected. It is therefore important to take preventative action where possible.
- It will be important to monitor and evaluate the floating support service going forward to ensure it is delivering effectively, providing good value for money and is being delivered equitably across Cambridgeshire and Peterborough.

Implications	Officer Clearance
Have the resource implications been cleared by Finance?	Yes Name of Financial Officer: Tom Kelly
Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by Finance?	Yes Name of Financial Officer: Paul White
Has the impact on statutory, legal and risk implications been cleared by LGSS Law?	Yes Name of Legal Officer: Allis Karim
Have the equality and diversity implications been cleared by your Service Contact?	Yes Name of Officer: Adrian Chapman

Implications	Officer Clearance
Have any engagement and communication implications been cleared by Communications?	Yes Name of Officer: Matthew Hall
Have any localism and Local Member involvement issues been cleared by your Service Contact?	Yes Name of Officer: Adrian Chapman
Have any Public Health implications been cleared by Public Health	Yes Name of Officer: Tess Campbell

Source Documents	Location
Commissioning Review of Housing Related Support Services.	https://cambridgeshireinsight.org.uk/wp-content/uploads/2018/02/crhb-commissioning-review-oct-2017.doc