

HOUSING RELATED SUPPORT (HRS) SERVICES

To: **Children's & Young People Committee**

Meeting Date: **21st January 2020**

From: **Executive Director: People and Communities**

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 Simon Bywater
Post: Commissioner - HRS	Post: Chair
Email: lisa.sparks@cambridgeshire.gov.uk	Email: simon.bywater@cambridgeshire.gov.uk
Tel: 01223 699277 / 07900 163590	Tel: 01223 706398

1. BACKGROUND

- 1.1 The Housing Related Support (HRS) budget pays for dedicated support staff who are able to deliver specialist support to meet the specific needs of each person. Costs relating to accommodation, such as rent and service charges, are **not** covered by this funding.
- 1.2 To ensure that homeless young people accessing Housing Related Support services get the best outcomes possible, the Council has been working with providers and partners in Cambridge City to develop a new model of delivery that also promotes some of the best practice elements of the St. Basil's Pathway.
- 1.3 The new model aims to ensure that service users have access to a support service which can meet their changing needs in a positive and flexible way leading to fewer people experiencing repeat homelessness and better long term outcomes.
- 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 The HRS review continues to sit alongside the much larger piece of work to look at the approach to tackling homelessness across Cambridgeshire and Peterborough. This work is being taken forward in partnership with all District Councils and other partners, and is focussed on opportunities for system redesign work in relation to homelessness prevention, building on the work of the Homelessness Trailblazer to which the County Council continues to contribute funding. This work will enable the whole partnership to maximise the growing national and international evidence base about what works in preventing homelessness and sustaining people in long term homes.

2. MAIN ISSUES

2.1 Current HRS Services and spend

- 2.1.1 The table below shows the currently commissioned services for young people who are homeless or at risk of homelessness.

Service	Provider	Units
Cambridge Youth Foyer	Riverside Group	32
Castle Project	Richmond Fellowship	17
Whitworth House	Orwell Housing Association	13
Queen Anne House	YMCA Trinity	78
Railway House	CHS Group	12
Ely Young Persons Project	CHS Group	15
The Staithe	CHS Group	21
Peter Maitland Court	CHS Group	8
Hunts Teenage Parent Service	Chorus Group (formerly Luminus Group)	2
Fenland Teenage Parent Service	Ormiston Families	4
Kings Ripton Court	The Salvation Army	36
Paines Mill Foyer	Longhurst Group	25

Wisbech Foyer	Longhurst Group	19
---------------	-----------------	----

- 2.1.2 This table represents a current spend of £1,739,651 for 2019/20, compared to £1,764,628 in 2018/19.

2.2 Service Redesign and Savings

- 2.2.1 Following the Children and Young People (CYP) Committee's endorsement of our HRS Review approach in May 2019, we have been working with providers and partners to develop a new service model for Cambridge City. Unlike the current service provision which is focused on hostel accommodation, the new model aims to provide a greater range of provision which will help to meet specific gaps identified by the review, and provide the broader range of accommodation and support options recommended by the St. Basil's Pathway.
- 2.2.2 Redesign work has been focussed on Cambridge City initially, as this is the area with both the greatest number of services and highest spend. However, once a final model is agreed, we will look at how elements of that can also be applied to other areas of the County.
- 2.2.3 A group consisting of existing Cambridge providers and other key partners was convened to help shape the redesign work. Feedback has also been sought from service users. Input from both of these sources has been used to create the proposed model in Appendix 1.
- 2.2.4 Whilst any reduction or change will have an impact on service provision, it is also an opportunity to do things differently and to try to improve outcomes for those using the services. If we can provide a greater range of service which will prevent people from returning to homelessness, then over time this will reduce demand and have a positive impact on clients' lives. Redesign also gives us an opportunity to look at innovative ways of providing services to enable clients to have a range of support options to meet their needs at any given point on their journey.
- 2.2.5 The draft model currently being explored with providers would deliver a variety of accommodation and support options that can assist clients to achieve and sustain independence. Whilst the model still includes provision of hostel accommodation, it also introduces the provision of 'step down' or 'move-on' accommodation, supported by a 'Community Support' service. The provision of these new elements provides an option for service users to access independent accommodation, but still have access to some ongoing support to help their transition to fully independent living. The Community Support can also provide support to people in their own home, or support those who are in need of more intensive support, but who would not thrive in a hostel environment.
- 2.2.6 To enable bidders to utilise the resources they have access to in the most innovative way possible, we are exploring ways to ensure flexibility within the service specification to allow some elements such as the number of units across the mix of service elements and the way that support is delivered to be determined by the new service provider. This approach should also give greater flexibility to those who may wish to consider partnerships or consortia bids.

- 2.2.7 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 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.
- 2.3.3 This adjustment of timetable will require a further small extension of contracts so that the services listed below can continue to deliver existing services up until 31.03.21.

Service	Provider	Current contract end date	Value of extension
Cambridge Youth Foyer	Riverside Group	31.12.2020	£44,650
Castle Project	Richmond Fellowship	31.12.2020	£42,500
Whitworth House	Orwell Housing Association	31.12.2020	£16,438
Queen Anne House	YMCA Trinity	31.12.2020	£95,000
Railway House	CHS Group	31.12.2020	£25,962
Ely Young Persons Project	CHS Group	31.12.2020	£26,687
The Staithe	CHS Group	31.11.2020	£57,080
Peter Maitland Court	CHS Group	31.12.2020	£19,940
Kings Ripton Court	The Salvation Army	31.12.2020	£59,548
Paines Mill Foyer	Longhurst Group	31.12.2020	£27,699
Wisbech Foyer	Longhurst Group	31.12.2020	£27,595

- 2.3.4 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.
- 2.3.5 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 Assessments 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 Comms Lead & Lead Commissioner

4.6 Localism and Local Member Involvement

There are no significant implications for this priority.

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 Name of Officer: Gus De Silva
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
Have any engagement and communication implications been cleared by Communications?	Yes Name of Officer: Jo Dickson
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
None	