

SUPPORTED SERVICES UPDATE

Report of the Director of Housing and Customer Services

1. SUMMARY

This report is to inform the Board about progress in all four areas of Derby Homes Supported Services. The report covers Quarter 4, the period between 1 January and 31 March 2011.

2. RECOMMENDATION

That the Board notes the report.

3. MATTER FOR CONSIDERATION

- 3.1 Following a restructure at the end of 2010, there are now four services that sit together under the Supported Services section of the organisation. These include: Supported Living, Tenancy Support, Family Intervention Project and Tenancy Sustainment. The service area is managed by Lorraine Testro, Customer Services Manager.
- 3.2 This report provides a brief overview of each service area and some of the outputs/outcomes achieved during the quarter.

Supported Living

- 3.3 The Supported Living Service was launched in February 2007 to replace the traditional sheltered housing warden service provided by Derby Homes.
- 3.4 Support Officers visit clients on a daily, weekly or monthly basis, depending on their needs. The aim is to help clients stay in their home, maintain their independence, and get involved in local community events or other activities if they want to. The team work closely with a variety of voluntary and statutory agencies to ensure a person centred approach to support.

Outputs/Outcomes

- 3.5
 - Frequency of visits: daily 11%, weekly 47% and monthly 42%.
 - Gender: female 62% and male 38%
 - Ethnicity: White British 88% and BME 12%
 - Actual support hours provided were 90.8%, which is above the Supporting People (SP) green trigger
 - 97.2% of support plan reviews were completed in the quarter

- There have been no complaints.

Social Inclusion

- 3.6
- Specialist Support Officers are making good progress to increase the number of social activities in Category 2 schemes: Whitecross, Kestrel and Rebecca House.
 - Working in partnership with YMCA, a weekly lunch club is now provided at all Category 2 schemes.
 - Whitecross House has increased the number of social activities from an average of 7 to 11 activities a week.
 - Kestrel House remains static with an average of 4 activities per week.
 - Rebecca House has increased to an average of 4 activities a week.

SHOUT Targets

- 3.7
- The target to refer 5 clients per month to be involved in social activities was greatly exceeded in January (18) and March (80).
 - The target to create one new social activity per month was exceeded every month during the quarter – January (6), February (3), March (10).
 - SHOUT has now set new targets for the Supported Living Service which will be reported on throughout 2011-12.

Tenancy Support

- 3.8 The Tenancy Support service provides low level tenancy support (up to 2 hours per week) for the following client groups:
- People who have been re-housed after a period of homelessness
 - Survivors of domestic abuse
 - Ex offenders or people who are at risk of offending
 - Young people
 - People living with HIV.
- 3.9 The team is made up of 8 very experienced support workers who offer a varied package of support. They offer advice and guidance on:
- Budgeting and household bills
 - Debts and debt management
 - Accessing employment opportunities and training
 - Settling clients into their new home
 - Advice on domestic skills and personal safety and security issues
 - Contacting people and agencies on behalf of the client
 - Dealing with family and neighbour problems
 - Healthy eating advice
 - Other housing related support.

Outputs/Outcomes

- 3.10
- Number of clients receiving service at end of quarter 4 = 72 with 24 clients on the waiting list. This is in excess of our contract requirement of 67 units.
 - 37 new clients joined the service in quarter 4 after the initial assessment.

- Gender of new clients: female 62% and male 38%.
- Ethnicity of new clients: White British 86% and BME 14%.
- 96% clients had a support plan in this quarter.
- There have been no complaints.

Family Intervention Project (FIP)

- 3.11 The FIP provides intensive support and focused challenge to high need families. The families are amongst the most challenging with many having chaotic lifestyles which impact on their ability to manage their day to day responsibilities and successfully parent their children. In some cases this also has an impact on the community in which they live.
- 3.12 The project works with the whole family to bring stability to their lives, prevent homelessness and helps improve opportunities for children and young people.

Outputs/Outcomes

- 3.13
- Number of families supported during the quarter = 27
 - Ethnicity: White British 81% and BME 19%
 - 100% of families had a support plan during the quarter
 - Family make up: 62% single parent families and 38% with two parents in the household
 - 29 of 82 (35%) of children were subject to a Child Protection Plan prior to FIP involvement. 12 of these children are no longer subject to plans.
 - There have been no incidents of domestic abuse in this quarter. 6 individuals have been supported to attend the Freedom Programme.
 - 5 service users have been in employment within the quarter.
 - 12 service users accessed training or further education to gain employment skills during the quarter.
 - 19 were helped by the support worker to try to find work by putting together CV's; filling in application forms, liaising with Jobcentre Plus etc.
 - 26 individuals have attended sessions with Money Advice.
 - There have been no complaints.

Tenancy Sustainment

- 3.14 Research has shown that new tenants are more likely to fall into rent arrears and cause anti-social behaviour than existing tenants. Due to this Derby Homes launched the Tenancy Sustainment service in April 2010 which is aimed at helping new tenants to sustain their tenancies. The service lasts for the duration of the introductory tenancy period, which is usually 12 months.

Outputs/Outcomes

- 3.15
- Number of clients signed up to the service = 60
 - Number of clients leaving the service = 4 (3 cases taken on by internal SP services, 1 eviction).
 - Gender: female 68% and male 32%.
 - Ethnicity: White British 65% and BME 35%.
 - Number of anti social behaviour cases opened = 2.

- Number of anti social behaviour cases closed = 1.
- Number of 'Notices of Possession Proceedings' served = 3.
- Number of Abandoned properties = 0.
- Number of evictions = 1.

The areas listed below have no implications directly arising from this report:

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: None.

Supporting Information: None.