

## **Supported Services Update – Quarter 1**

Report of the Director of Housing and Customer Services

### **1. SUMMARY**

This report is to inform the City Board about progress in Supported Living, Tenancy Support and Tenancy Sustainment between April 2011 and March 2012 and a summary of the overall work carried out by the Family Intervention Project since it began in November 2007.

### **2. RECOMMENDATION**

That the City Board notes the report and progress made.

### **3. MATTER FOR CONSIDERATION**

#### **Supported Living**

- 3.1 The Supported Living Service was launched in February 2007 to replace the traditional sheltered housing warden service provided by Derby Homes.
- 3.2 Support Officers provide support to 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 works closely with a variety of voluntary and statutory agencies to ensure they provide a person centred approach to support.
- 3.3 Following a recent reduction in the Supporting People grant, we reviewed service delivery and made efficiency savings of approximately £180,000. The team has reduced in line with funding received and now comprises of 13 Support Officers, 2 Team Leaders and an Administration Clerk. As from 1 March 2012, we are funded to support 950 clients at any one time. In addition, there are 40 clients that do not meet Supporting People criteria and choose to pay to receive the service.
- 3.4 The City Council have announced that the current budget for Supporting People will reduce from £9M to £3M by April 2014. Supporting People are currently consulting with providers and clients on arrangements for re-commissioning services. It is likely that this will have a substantial impact on the funding we receive and we are currently exploring alternative avenues of funding in an effort to preserve the valuable service we provide to elderly and vulnerable clients.

#### **Outputs/Outcomes**

- 3.4 These figures are an average taken from our quarterly Supporting People workbook submissions during the year.

- Frequency of visits: daily 8%, weekly 48% and monthly 44%.
- Gender: female 61% and male 39%
- Ethnicity: White British 88% and BME 12%
- Actual support hours provided were 84.1%, which is above the SP green trigger
- 96.3% of support plan reviews were completed in the quarter
- There have been no complaints.

## **Social Inclusion**

- 3.5 We are currently improving several of our most frequently used community rooms, by providing new flooring and furniture. Improvements have been made to Kestrel House, Rebecca House, Fairdene Court, Humber Close and Whitecross Gardens.
- 3.6 Following a comprehensive review of community room usage, a recommendation was made to the City Board to close Centurion Walk and Churchside Walk, two of the most underused rooms and convert them to accommodation. The agreed conversion of Centurion Walk is now being reconsidered as the property falls within flood zone two and this limits future options. We are continuing to support residents and are working closely with partner agencies to increase usage in some of the other underutilised rooms. Examples of this include:
- Working in partnership with YMCA, a weekly lunch club is now provided at Holly Court, Whitecross, Rebecca and Kestrel House community rooms. A fortnightly lunch club is provided at Streatham Road community room.
  - Rethink now run regular weekly activities at Tintagel, Boyer, Colville and Oakleigh Avenue community rooms.
  - Derby University provide weekly confidence building sessions at Fairdene Court community room.
  - Volunteers provide a regular lunch club at Max Road community room.
  - We continue to work together with Live at Home scheme across the City.

## **SHOUT**

- 3.7 In April 2011, the Supported Housing Offering Unity and Trust (SHOUT) group, agreed to adopt a number of new aims and objectives. Each of these related to the things about the Supported Living Service that they felt were important for clients. The SHOUT committee agreed to monitor progress on a quarterly basis.
- 3.8 The aims and objectives are listed below:
- Increase opportunities for supporting living clients to have their say.
  - Ensure that a suitable plan is developed and delivered in relation to the use of Derby Homes' community rooms.
  - Ensure that the Supporting People targets are delivered to the required standard (failure to meet these standards could lead to financial penalties).
  - Ensure that Supported Living Service Improvement Targets are delivered to the satisfaction of the clients.
- 3.9 The SHOUT group played an important role in the community room consultations and continued to monitor standards through the reports provided by the Supported Living Team. However, In April 2012 they decided that they did not have the

capacity to continue in a meaningful way and agreed to dissolve the group. We are now seeking to identify new means in which we can engage with elderly tenants.

### **Tenancy Support**

3.10 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.

3.11 Following a recent reduction in the Supporting People grant, we reviewed service delivery and made efficiency savings. The team has reduced from 8 to 5 experienced support workers and a team leader who offer a varied package of support. The team have doubled their case load since December 2011 and are still managing to support the 67 cases required by the Supporting People contract. Supporting People are currently consulting with providers and clients regarding substantial cuts in funding. It is highly likely that this will have a substantial impact on the funding we receive. However, we are currently exploring alternative avenues of funding in an effort to preserve the valuable service we provide to vulnerable clients.

3.12 Support Workers 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

### **3.13 Outputs/Outcomes**

- Number of clients receiving service at end of this year = 168 with 7 clients on the waiting list.
- Gender of clients over the year: female 68.7% and male 31.2%.
- Ethnicity of clients over the year: White British 62.5% and BME 37.5%.
- 93% clients had a support plan in this quarter.
- There have been no complaints.

### **Tenancy Sustainment**

3.14 Research has shown that more tenancies are likely to fail in the first year than at any other stage of the tenancy. This is usually due to rent arrears, causing anti-

social behaviour or simply not having the necessary skills to manage a tenancy. Due to this, Derby Homes launched the Tenancy Sustainment service in April 2010 which is aimed at helping vulnerable new tenants to set up and then sustain their tenancies. The service lasts for the duration of the introductory tenancy period, which is usually 12 months.

3.15 The team is made up of a Manager and 6 Sustainment Officers who provide an intensive housing management service to new introductory tenants. A needs assessment is carried out on every tenant before they sign up for a property to identify whether the service is required. The team offers help with:

- Understanding tenancy conditions
- Sorting out Housing Benefit claims
- Setting up utilities
- Obtaining furniture
- Resolving repair issues
- Debt and budgeting advice
- Completing Social Fund applications
- Accessing financial services
- Maximising income
- Contacting other support agencies on behalf of the tenant

### 3.16 **Outputs/Outcomes**

- Number of tenants signed up to the service = 267
- Gender: female 64% and male 36%
- Ethnicity: White British 63% and BME 37%.
- Number of tenancies made secure = 255 (94% of service-users that were signed up in 2010-11 – this does not include service-users who gave notice)
- Number of tenancies extended = 25
- Number of anti social behaviour cases opened = 18
- Number of anti social behaviour cases closed = 9
- Number of 'Notices of Possession Proceedings' served = 9
- Number of evictions carried out = 4.
- Number of Abandoned properties - 0
- Community care grant/Social fund applications – Over £80,000 awarded to 80 service-users which enables them to purchase essential furniture items
- Customer satisfaction levels – 100%

### **Family Intervention Project (FIP)**

3.17 The FIP provides intensive support and focused challenge to high need families.

3.18 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.

3.19 The project works with the whole family to bring stability to their lives, prevent homelessness and helps improve opportunities for children and young people.

### 3.20 Outputs/Outcomes November 2007 to March 2012

- Number of families supported = 101 (approx 440 individuals)
- Ethnicity: White British 86% and BME 14%
- 100% of families had a support plan during the intervention
- Family make up: 77% single parent families and 33% with two parents in the household
- 29% of families had a child protection plan at exit stage compared to 42% at start of intervention (decrease of 13%) 2% higher than national average
- 13% of individuals had reported issues with domestic violence at exit stage compared to 35% at the start of intervention (decrease of 21%) 4% above the national average
- 63% of families with no ASB complaints at exit stage, compared with 7% at the start of intervention (an increase of 55%). This is 5% above the national average.
- 20% of families with at least one family member on bail, probation, tagged or on conditional discharge at exit stage compared with 45% at start of intervention (decrease of 25%) This is 8% higher than the national average.
- 33% of children with truancy, exclusion or bad behaviour at school at exit stage; compared to 58% at the start of intervention (a decrease of 25%) this is 6% below the national average.
- 40% of children with inappropriate peer groups at exit stage compared to 75% at the start of intervention (35% decrease) 13% above the national average.
- 33% of children with low education attainment at exit stage, compared to 65% at the start of intervention. (Decrease of 25%) 6% under the national average.
- 29% of children who lack basic numeracy and literacy at exit stage compared to 33% at the start of intervention (Decrease of 4%) 4% under the national average.
- 27% of families who have difficulties with daily tasks at the start of intervention, compared to 38% at the start of intervention (decrease of 12%) 1% below the national average
- 48% of parents with poor parenting skill at exit stage compared to 90% at start of intervention (42% decrease) 10% above the national average
- 12% of families with marriage, relationship or family breakdown issues at exit stage compared to 29% at the start of intervention (decrease of 17%) 3% higher than the national average
- 25% of families with debt at exit stage compared to 35% at the start of intervention (decrease of 10%) 4% below the national average
- 18% of families with alcohol problems at exit stage, compared to 41% at start of intervention (23% decrease) 9% above the national average
- 23% of families with drug related problems at exit stage, compared to 44% at the start of intervention (21% decrease) 8% higher than the national average
- 13% of families who have physical health problems at exit stage, compared to 17% at the start of intervention (4% decrease) 1% below the national average.
- There has been no increase or decrease on families where teenage pregnancy is an issue. This figure matches the national figure
- There have been no complaints.

3.21 Since April 2012 the Family Intervention Project has been based within the Children and Young Peoples Service, Localities Teams. Early indications are that these arrangements are improving the multi-agency communication and liaison that essential when working with families. We are keen to continue this arrangement and integrate the team within the Troubled Families Unit and are working with the City Council and other partners to develop a sustainable model for the future.

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

- Consultation
- Financial and Business Plan
- Legal and Confidentiality
- Council
- 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](mailto:phil.davies@derbyhomes.org) – Phone: 01332 888528

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