

SUPPORTING PEOPLE - COMMISSIONING OF HOUSING SUPPORT SERVICES FOR SOCIAL INCLUSION CLIENT GROUPS

Consultation document – 30th September to 29th October 2013

Why do we need a Commissioning and Procurement Strategy for social inclusion housing support services?

This document provides a summary of the draft Commissioning and Procurement Strategy (CPS) and proposed commissioning intentions for Supporting People (SP) funded housing support services for social inclusion client groups. Social inclusion client groups are just some of the client groups who can access SP funded housing support services. Other groups include people with a range of disabilities/health conditions, mental health and older people.

The commissioning of Supporting People services form part of the Council's integrated approach to future commissioning. The services proposed in this strategy therefore compliment and support the services being commissioned through Public Health and the Adult Social Care Prevention Grant. The budgets available for these services are likely to reduce in the future which may impact on levels of service delivery.

This document focuses on social inclusion as existing contracts for these client groups will end next year. The City Council aims to ensure that there is an agreed framework and statement of intentions in place within which social inclusion housing support services will be re-commissioned. The framework will include defined outcomes, social value to be achieved and how service quality and value for money will be delivered.

Consultation documents summarising commissioning strategies for client groups with disabilities/health conditions and older people, who receive SP funded housing support services, will be produced in 2014 and placed on the BeHeard database for consultation (www.birminghambeheard.org). The figure 1 diagram at the end of this document provides an overview of client groups to be supported, services to be commissioned and expected outcomes.

Social inclusion specific client groups are:

- Homeless (singles and families);
- Those who experience domestic violence;

- Young people (including those who are homeless, care leavers, young ex-offenders and those at risk of, or involved in, gun and gang crime);
- Ex- offenders;
- Gypsies and Travellers;
- People with complex needs

Two services, currently located within the social inclusion client groups, will move and be included in the consultation document for re-commissioning housing support services for clients with disabilities/health conditions. The services involved are those available to people with health conditions such as HIV/AIDS and Sickle Cell.

Accompanying this consultation document are a number of questions to which we would welcome your responses. The questions focus on the contents of this document and suggested commissioning intentions. We particularly welcome feedback and comments on the latter.

Also of importance are consultation documents, also available on BeHeard, on services to be commissioned using Public Health funding. The contents of this document and commissioning intentions have been designed to integrate with services to be commissioned by Public Health. The City Council's aim is to deliver key outcomes and ensure best use is made of all public funding by ensuring that SP, Public Health and adult social care commissioned services deliver an integrated, preventative approach focussed on early intervention and support.

Our key message : Prevention through the delivery of housing support services

The Supporting People programme was introduced in 2003, bringing together a number of separate programmes that funded accommodation based support services for a range of client groups. The SP programme is successful in providing a clear, single focus on the delivery of high quality housing support services. To maintain this focus, the quality of services provided to service users are assessed and monitored via the Quality Assessment Framework. In Birmingham the SP programme currently supports 14,500 service users

Housing support services enable vulnerable client groups to sustain tenancies and develop the social and economic skills required to help achieve and maintain independent living. In this respect housing support is a key element of the prevention agenda that focuses on early intervention and the provision of timely support to reduce the need for higher cost statutory services that would otherwise be required by vulnerable clients. For example it is estimated that, without the housing support programme, an additional £1,600,000 per year may have to be spent on temporary accommodation as tenancies break down and people present as homeless.

The intention is to re-commission high quality housing support services that focus on the delivery of effective prevention outcomes for vulnerable people. The services proposed are part of an integrated approach to commissioning which identifies the most effective and co-ordinated pathways for the vulnerable persons' journey.

Prevention through high quality housing support services is delivered in the following ways:

- Preventing homelessness and repeat homelessness by tackling the root causes of homelessness, ensuring the appropriate multi agency interventions are sought in a timely manner, providing training and employment opportunities and a planned pathway to independence;
- Supporting vulnerable people to maintain and sustain tenancies in suitable accommodation;
- Supporting vulnerable people to continue to live successfully in the community, reducing or removing the need for higher cost statutory services;
- Supporting the successful transition from institutional settings, such as rehabilitation from prison or treatment services to independent living;
- Complementing care and treatment packages to enable people to transition from residential and hospital arrangements to live independently and
- Supporting people to live their lives with confidence, free from harm and exploitation.

In 2011/12 (prior to the budget reductions to the Supporting People programme) approximately 39,000 people were supported by the delivery of 110 services across all client groups. Importantly 80% of people supported left the service with a positive outcome. Of the 24,724 positive outcomes achieved these included:

- 6,593 economic wellbeing outcomes;
- 4,701 enjoy and achieve outcomes;
- 3,844 be healthy outcomes;
- 6,563 stay safe outcomes; and
- 3,023 make a positive contribution outcomes.

What is important to service users?

In developing the CPS, of which the document is a summary, initial consultation was carried out with service users who represented all commissioned client groups. The aim was to invite initial views on commissioning intentions and service delivery

The following captures the main discussion points:

- The importance of high quality services that are robustly and transparently monitored to ensure that they deliver key outcomes for vulnerable people;
- Monitoring will need to be proportionate and reflect reduced resources available to the City Council and providers

- Housing support services must focus on achieving and maintaining independence, therefore services should be time limited and service providers must focus on these outcomes ;
- It is important that commissioned services take account of the wider impacts of welfare reform and the impacts on vulnerable people; and
- Future commissioned services must be responsive to the emerging, increasingly complex needs of a range of very vulnerable people.

What will the Commissioning and Procurement Strategy achieve?

The CPS for social inclusion services contains an evidence based analysis of the housing support market in Birmingham. Based on this analysis the CPS identifies the type of services that will be required and which should be commissioned for social inclusion groups.

The Council is committed to developing a diverse and responsive market that rewards innovation and providers will be able to gain insight from the CPS into how they might respond.

The focus for future services is:

- Prevention through effectively delivered housing support;
- Reducing escalating need; and
- People living independently for longer.

The CPS will support:

- Evidence based commissioning;
- Outcomes based commissioning;
- Payment by Outcomes as a contracting methodology; subject to the outcome and approved recommendations from the evaluation of the current pilot.
- Integrated commissioning; and
- Obtaining wider social value as required by the Public Services (Social Value) Act 2012
- Diversity competent services

Commissioning approach

In the context of an increasing need for housing support services and reduced resources the programme will:

- Commission services that are integrated with those commissioned by Public Health;
- Become more outcome focused;
- Consider and develop new types of services; and
- Consider the de-commissioning of services

Key features of future services are:

- A 24 hour response for women and children fleeing domestic violence this includes a mix of refuge accommodations and support at home
- Immediate access accommodations and follow on support options for single homeless people
- A family support service for homeless families which includes services to families at risk of homelessness
- Supported lodgings for 16 to 18 year olds leaving care; and support and accommodation options for young people including those at risk of offending
- A planned enablement programme for offenders which includes supported accommodation options
- Support services for Gypsies and travellers
- Accommodation and support services for people with complex needs

What will services look like in the future?

A proposed new service:

- **A service for male victims of domestic violence**
We are considering the commissioning of a service for male victims of domestic violence. There are currently no housing support services available in the City for male victims and their children. Home Office national data shows that 1 in 6 men will experience domestic violence. Birmingham City Council Homeless presentations for 2012/13 show that 53 homeless presentations from males gave domestic violence as the reason for homelessness. We also recognise that not all victims will present as homeless but may still require some housing support.

Proposed changes to services:

- **Young People at Risk of Gun and Gang Crime**
We want to expand this service to include support to young women wishing to exit gun and gang crime. Data from the Birmingham Reducing Gang Violence partnerships is showing an increasing number of female gang members also requiring support to exit gun and gang lifestyles.
- **Family and singles support services**
An expansion of role for the Family Support and Singles Support service to provide some early intervention and housing support to prevent families at risk from becoming homeless

Substance Misuse

We are working with Public Health to ensure that there is an integrated pathway for customers exiting substance misuse treatment and recovery services so that the appropriate housing support services are funded and delivered, e.g. support to maintain tenancies or access supported accommodation. We will therefore not commission a stand alone substance misuse service. We propose that support for substance misuse will integrate with other services to provide a holistic

recovery service. Support will be delivered through, for example:

- Homeless services
- Ex-offenders services
- Complex Needs services.

There is also a separate consultation for the Public Health funded Drug and Alcohol Recovery services which can also be found on the Beheard web site.

Start of Consultation: 30 September 2013

End of Consultation: 29 October 2013

Tell us what you think:

Do you agree with our proposal for a new service for male victims of domestic violence?

Yes

No

Comments:

Do you agree with our proposal to expand the role for Family Support and Singles Support services to help to prevent homelessness?

Yes

No

Comments:

Do you agree with our proposal to expand the Gun and Gang Crime service to include young women?

Comments: Yes No

Do you agree that there should be no stand-alone housing support service for substance misuse?

Yes No

Comments:

📄 Find the questionnaire at: www.birminghambeheard.org

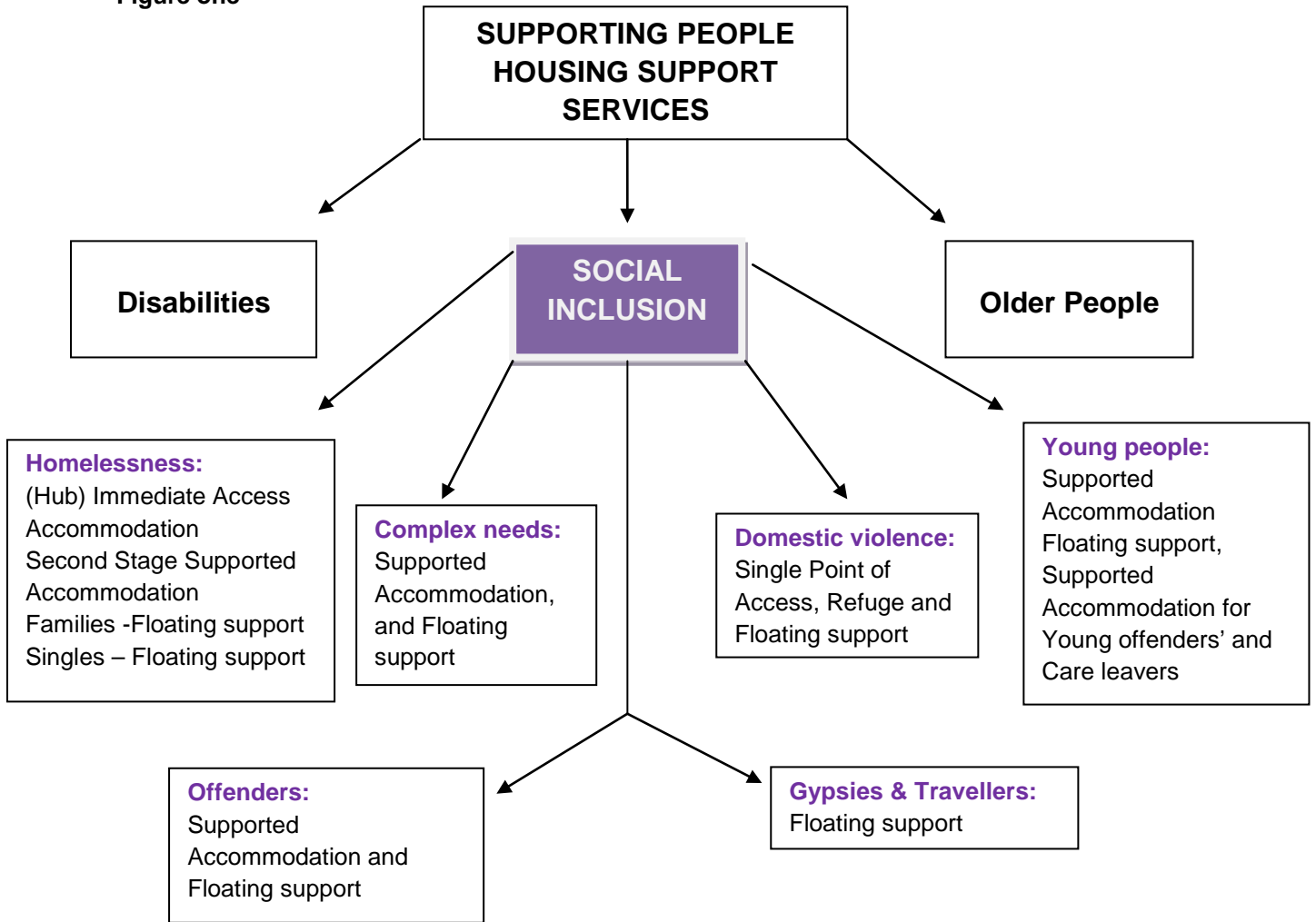
✉ Email us at: supportingpeople.birmingham.gov.uk

☎ Phone us on: 0121 303 6138

✉ Write to us at: FREEPOST MID 18453, PO Box 16228,
1 Lancaster Circus, Birmingham B2 2WR

Or do you want to join an online video conference? (Google Hangouts)
Email: spinvolve@gmail.com and put 'consultation' in the subject and we will send you a link-you will need a computer with a WebCam/tablet/smart phone to participate.

Figure one



Outcomes

Access Education or Training	Access Volunteering or Employment
Identify and Manage Risk in the Community	Manage Personal Budget and reduce Debt
Access Nursery/School Placements	Have Greater Choice/Involvement
Stay Safe (DV)	Understand the Nature and Causes of Abuse
Access Primary Health Care Services	Manage Substance Misuse
Access Suitable Independent Accommodation	Maintain Accommodation
	Maximise Income

About you

We would like you to tell us some things about yourself. You do not have to tell us if you do not want to, but if you do it will help us to plan our services.

Please tick the box that best describes your interest in the consultation:

A member of the general public

Someone who uses housing support services

Health or Care Professional

Housing support provider

A family member or carer of someone who uses housing support services

Other, please record

Your full Postcode: _____

Age - Please tick which age group applies to you.

16 to 18	18 to 21	21 to 25	25 to 29	30 to 34	35 to 39	40 to 44
45 to 49	50 to 54	55 to 59	60 to 64	65 to 69	70 to 74	75 to 79
80 to 84	85+	Prefer not to say				

Disability – Do you have any physical or mental health conditions, or illnesses lasting (or expected to last) for 12 months or more?

YES NO Prefer not to say

If yes, do any of the following conditions or illnesses affect you? You may tick more than one box.

1. Vision (e.g. blindness or partial sight)

2. Hearing (e.g. deafness or partial hearing)

3. Mobility (e.g. walking short distances or climbing stairs)

4. Dexterity (e.g. lifting and carrying objects, using a keyboard)

5. Learning or understanding or concentrating

6. Memory

7. Mental health

8. Stamina or breathing or fatigue

9. Socially or behaviourally (e.g. associated with Autism, deficit disorder or Asperger's syndrome)

Gender – What is your sex/gender?

Female

Male

Prefer not to say

Ethnicity – What is your ethnic group?

Ethnic group	Please tick or record
White: English/Welsh/Scottish/Northern Irish/British	
Any other White background	
Mixed/multiple ethnic groups	
Asian/Asian British	
Black African/Caribbean/Black British	
Other ethnic group please record	
Prefer not to say	

Religion – What is your religion or belief?

Religion/belief	Please tick or record
Christian – including Church of England, Catholic, Protestant and all other Christian denominations	
Buddhist	
Hindu	
Jewish	
Muslim	
Sikh	
Other religion or belief please record	
Prefer not to say	

Sexual identity – What is your preferred sexual identity?

Heterosexual or straight

Gay or Lesbian

Bisexual

Other

Prefer not to say

**THANK YOU FOR YOUR TIME IN COMPLETING THE
QUESTIONNAIRE**