

**Supporting People**

**Floating Support Provision Consultation**

**August 2019**

**Foreword**

We are seeking your views on our approach to delivering the floating support which is funded through Supporting People, in particular how it best meets the needs of Flintshire communities and the wider strategic priorities.

The Supporting People Floating Support services are fundamental in providing the right provision to help people maintain their tenancies and lead fulfilled lives, and where support is required, we want to ensure we provide effective preventative services.

We ask that you take the time to engage in this consultation and provide us with your comments.

**1 Introduction**

As from April 2019 Welsh Government are introducing the Housing Support Grant encompassing Supporting People, Homelessness Prevention and Rent Smart Wales Enforcement grants.

The Supporting People (SP) programme helps people to find and keep a home and live as independently as possible. Services should provide housing related support to:

* Prevent or relieve homelessness, reducing homelessness and rough sleeping;
* Support people to develop skills for life to flourish independently in their own homes and as part of their communities;
* Support people to build their well-being and resilience to deal with shock, stresses and uncertainty in their lives;
* Reduce demand on other services;
* Support people out of poverty;
* Make best use of resources for maximum impact;
* Deliver better partnership working, across organisational, policy and sectoral boundaries;
* Avoid or mitigate the effect of adverse childhood experiences.

As part of the Supporting People programme, Flintshire currently commissions a range of Floating Support services from a number of different organisations with the aim of helping people maintain and sustain their tenancies. We are now taking the opportunity to review and consider:

* the scope of these services, for example are they meeting the needs of service users; and
* how we commission these services.

Our strategic priorities for delivery are established within the context of the North Wales Regional Homelessness Strategy. Developed with our Local Authority partners, it identifies the following priority groups: people who have complex needs with multiple issues; youth homeless; rough sleepers and prison leavers. At a local level, Flintshire County Council has a Local Action Plan which links with the regional strategy and identifies interventions and services that prevent homelessness and provides support for the key priority groups.

The services currently provided through the supporting people programme include: Generic Floating Support; Domestic Abuse Floating Support; Criminal Offending Floating Support; Young Persons Floating Support; Mental Health Floating Support; and Older Persons Floating Support.

**2 What we are consulting on**

We are consulting on whether our existing floating support provision:

* meets the criteria and priority for the Supporting People programme; and
* meets the needs of our communities and service users.

We are proposing to commission the following delivery of Supporting People Floating Support services in one integrated Floating Support Provision (Consortia). We aim for the consortia to provide a joined up approach to the service where residents would have a single “front door” to a range of floating support services, creating the opportunity for people to have a comprehensive assessment of their needs and access the right services.

Within the context of the current service provision, we are keen to hear your views on the scope of the consortia in terms of what services need to be delivered so we can ensure that the funding available is maximised to best meet the needs of our customers.

**3 Current services being delivered**

Details of the current Supporting People Floating Support Services are set out in the following table.

|  |  |  |
| --- | --- | --- |
| **Priority group** | **Description of service** | **Outcomes** |
| Generic Floating Support | A minimum of 105 hours per week of housing related support for Flintshire residents over the age of 18. | Supporting a minimum of 44 clients at any one time. |
| Domestic Abuse Floating Support | A minimum of 82.5 hours per week of housing related support for men, women and children who are or have experienced domestic abuse. | Supporting a minimum of 22 clients at any one time |
| Criminal Offending Floating Support | A minimum of 70 hours per week for people with offending related support needs who are assessed as having housing related support needs; to prevent homelessness, support service users to remain in their own accommodation and promote their independence.  | Supporting a minimum of 20 service users at any one time. |
| Young Persons Floating Support | A minimum of 70 hours per week for people aged between 16–25 with a tenure responsibility assessed as having housing related support needs; to prevent homelessness, support service users to remain in their own accommodation and promote their independence. The project supports service users from any tenure across Flintshire. | Supporting a minimum of 28 clients at any one time. |
| Mental Health Floating Support | A minimum of 35 hours per week for people with mental health support needs and who are having or are likely to have difficulties living independently in their own home. Some service users may initially need support to find suitable accommodation. Priority should be given to potential service users who do not meet the eligibility criteria for support from FCC Mental Health services and those who are not in receipt of or not eligible for statutory mental health services. | Supporting a minimum of 12 clients at any one time. |
| Older Persons Floating Support | The service provides low level short term housing related support to enable older people to gain or retain their self reliance, sustain their accommodation and remain living as independently as possible in the community. The support consists of a mix of practical support and advice as well as signposting to other services. The service should not duplicate support provided by another housing related support service. Support takes place for the most part in service users’ own homes – irrespective of tenure type. Generally, support is provided for up to 12 weeks depending upon the assessed need and required outcomes of the individual service user. They will be householders or partners thereof who are living in a home either rented or owned by them. The service will not support people who are living in the homes of friends, relatives etc. However, the service may support people who live in sheltered Housing or those who receive support from Community Based Support Services where the assessed need is in excess of that already supported by those services. | A caseload of 55 clients with 2.5 FTE’s for people over the age of 50 who have been assessed by ACNEW as vulnerable.  |
| Dispersed Substance Misuse | Doorstop is an intensive housing related support project for men and women with substance misuse support needs. The project provides six units of temporary accommodation via ClwydAlyn for service users to be accommodated in for a short period of time, while they address their support needs. Service users should have demonstrated a commitment to engage with substance misuse support services before being accommodated in one of the six units of accommodation. However, service users can be supported via pre tenancy support to ascertain this commitment. The service also provides floating support to additional service users, including completing pre tenancy work and supporting service users who are in 6 unit FCC temporary accommodation.  | Offering support to clients in the 6 dispersed units. Also provide support to 6 clients living in FCC temporary accommodation.  |
| Service User Involvement | Deliver 51 hours per week. Host various workshops/training events. Complete peer reviews sent through from FCC SP Team, send case studies to SP Team, attend SPPG, recruit at least four volunteers. A full launch of specific training/employment which will be tailored to individual needs and aspirations. | Support a minimum of 20 clients at any one time. |
| Floating Support  | A minimum of 35 hours per week of housing related support. The project will support service users from any tenure, however priority will be given to Clwyn Alyn tenants.  | Supporting a minimum of 14 clients at any one time. |

**4 The current cost of the service**

The budget for 2019/20 for the services listed above totals £564,100.00. Whilst the intention is that the consortia will deliver efficiencies and reductions in costs in management overheads through a different delivery model, we want to ensure we provide good value for money as well as a quality service*.*

**5 Our vision for a new service**

*5.1 Supporting People priorities*

We want to ensure the floating support service provision focuses on the priorities for the programme:

* Prevent or relieve homelessness, reducing homelessness and rough sleeping;
* Support people to develop skills for life to flourish independently in their own homes and as part of their communities;
* Support people to build their well-being and resilience to deal with shock, stresses and uncertainty in their lives;
* Reduce demand on other services;
* Support people out of poverty;
* Make best use of resources for maximum impact;
* Deliver better partnership working, across organisational, policy and sectoral boundaries;
* Avoid or mitigate the effect of adverse childhood experiences.

*5.2 Meeting needs*

We also want to ensure that the floating support provision:

* has the right level or the right type of support for the different priority groups;
* is flexible in its delivery; and
* is delivered in a coordinated manner for the service user ensuring the support is wrapped around the service user.

This approach to support will be of particular importance as we pilot and explore alternative delivery models for homeless people, including Housing First and other supported housing models.

*5.3 Consortia delivery approach*

We want to create a single service under one contract with a lead delivery organisation focusing on housing related support and homeless prevention. This will mean a seamless approach for our service users and efficiencies in shared resources with specialist and complimentary skills, which would enable us to deliver the best services possible within the funding available.

This is an exciting opportunity for providers with expertise and a proven track record in providing similar services, to take ownership and transform a valued service. The commissioned provider(s) will be expected to deliver high quality support and development for people, offering value for money and delivering outcomes to meet the needs of the local population.

**6 How my views will be used**

We would like to know what you think about the current Flintshire Supporting People Floating Support services and our vision for a new service. Our consultation runs from 22 August 19 until 20 September 19 (4 weeks). After the consultation ends your views will be carefully considered by Council staff and used to shape our future commissioning plans for the services.

All responses will be confidential and no personal details will be shared. All reports from the consultation will be based on combined responses and so will be anonymous. However, if there are any questions you do not wish to answer, please feel free to leave them blank.

A report on the results of the consultation will be made publicly available on the Council’s website. These results, together with other information, will be considered by the council when recommissioning the services.

**7 How to get involved**

There is a range of ways for you to express your views, which we need to receive by 20 September 19.

* Complete the consultation document attached; or
* Email your answers to the questions to: lisa.pearson@flintshire.gov.uk

**8 Consultation questions**

**Section One: Current Services** (For this section please refer to the description of Current Services)

Q1a – If you have knowledge or experience of any of the following services in Flintshire in the last two years please indicate how satisfied or dissatisfied you are with them. This could be as someone who has used the service, or had a friend or family member, who has used the service, or someone who works or volunteers for the service.

Please cross (X) not applicable if you have no knowledge of a service.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Services as described in background details about current provision | Very satisfied | Quite satisfied | Neither satisfied or dissatisfied | Quitedissatisfied | Verydissatisfied | Not Applicable |
| Generic F S |  |  |  |  |  |  |
| Domestic Abuse F S |  |  |  |  |  |  |
| Criminal Offending  |  |  |  |  |  |  |
| Young Persons F S |  |  |  |  |  |  |
| Mental Health F S  |  |  |  |  |  |  |
| Older Persons F S |  |  |  |  |  |  |
| Doorstop Dispersed |  |  |  |  |  |  |
| Service User Involvement |  |  |  |  |  |  |
| Generic floating support |  |  |  |  |  |  |

Q1b – If you have said you are dissatisfied with any of the services please say how that service could be improved. Please make sure we know which service you are referring to.

|  |
| --- |
| Comments: |

Q1c – Is there anything that you think is working particularly well in the service you have knowledge or experience of? Please make sure we know which service you are referring to.

|  |
| --- |
| Comments: |

**Section Two: Our Proposed Model**

Q2a – Generally speaking, do you agree or disagree that our vision to create a single holistic service under one contract is the best use of Council budget? Please cross (X) one box only.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Strongly agree | Agree | Neither agree / disagree | Disagree | Strongly disagree | Don’t know |
|  |  |  |  |  |  |

Q2b – Are you aware of any gaps in floating support provision for service users? Please give details in the box.

|  |
| --- |
| Comment |

Q2c - Which, if any, benefits do you think service users will get by combining the services listed in Q1a?

|  |
| --- |
| Comment |

Q2d – Which, if any, issues do you think service users will have by combining the services listed above?

|  |
| --- |
| Comment |

**Section Three: General Comments**

Q3 – Do you have any further comments you wish us to consider?

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| --- |
|  |

**Section Four: About you**

***All questions are voluntary and treated in the strictest confidence***

The answers you give in this section will only be used to help us to plan our future services. Please feel free to leave blank any questions that you do not wish to answer. No information will be released that would allow identification of you as an individual or of your household.

Q4a – Which of the following best describes you? Please cross (X) all that apply.

|  |  |
| --- | --- |
| A resident in Flintshire |  |
| A user of any of the services being consulted on |  |
| An employee or volunteer of any of the services being consulted on |  |
| An employee of Flintshire |  |
| An elected Member of Flintshire |  |
| An elected to or parish councillor in Flintshire |  |
| A member of a voluntary or community organization |  |
| Other (Please specify) |  |

Q4b - If you are responding on behalf of a group, organisation or club please state the name and postcode in the box below (you do not need to complete the rest of the “About you” section). Please write in the box below.

|  |
| --- |
|  |

Q4c – Please tell us your postcode: this is so that we can be sure we have obtained a range of views from across the borough. Please write in the box.

|  |
| --- |
|  |

Q4d – Are you? Please (X) one box only

|  |  |
| --- | --- |
| Male |  |
| Female |  |
| Prefer not to say |  |

Q4e – Is this the gender you were born into? Please cross (X) one box only Yes, No, Prefer not to say

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Prefer not to say |  |

Q4f – Which age group do you belong to? Please cross (X) one box only.

|  |  |
| --- | --- |
| 18-24 years |  |
| 25-35 years |  |
| 36-46 years |  |
| 47-55 years |  |
| 56-65 years |  |
| 65 years plus |  |
| Prefer not to say |  |

Q4g – Which of the following best describes your religious belief/faith? Please cross (X) one box only

|  |  |
| --- | --- |
| Buddhist |  |
| Christian |  |
| Hindu |  |
| Jewish |  |
| Muslim |  |
| Sikh |  |
| None |  |
| Prefer not to say |  |
| Other please specify |  |

Q4h - Which of the following terms best describes your sexual orientation? Please cross (X) one box only.

|  |  |
| --- | --- |
| Hetrosexual (Straight) |  |
| Bisexual |  |
| Gay / Lesbian |  |
| Prefer not to say |  |
| Other please specify |  |

Q4i -Which of the following terms best describes your ethnic origin? Please cross (X) one box only.

|  |  |
| --- | --- |
| White |  |
| Black or Black British |  |
| Asian or Asian British |  |
| Mixed |  |
| Other ethnic group |  |
| Travelling Community |  |
| Prefer not to say |  |

|  |
| --- |
| Thank you very much for taking part in this survey. Please return this form to Supporting People Team, Flintshire County Council, Chapel Street, Flint, Flintshire CH6 5BDThe closing date for this consultation is 20 September 19. |