

Subject: Building Resilient Lives: Reshaping Housing Related Support

Report to: Housing & Neighbourhoods Committee 24th April 2017

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SUBJECT MATTER/RECOMMENDATIONS

This purpose of this report is to provide a short briefing to inform members of the current situation and work being undertaken following Norfolk County Council's decision to reduce housing related support funding across the County.

This report is for information.

1. INTRODUCTION/BACKGROUND

Norfolk County Council undertook a consultation exercise on the future funding of housing related support called Building Resilient Lives – Reshaping Housing Related. This report is designed inform members of:

- the recommendations agreed by Norfolk County Council (NCC) in February in respect of Building Resilient Lives
- the impact on current services
- the emerging issues for the Council and other service providers
- next steps

2. BUILDING RESILIENT LIVES

- 2.1 Norfolk County Council (NCC) agreed the following recommendations following the consultation – Building Resilient Lives: Reshaping Housing Related Support

- a) Continue to invest £3.2m to fund and maintain crisis accommodation (homeless hostels) for both young people and single adults who are homeless.
- b) Investment of approximately £1.3m in a new community outreach model that will provide support to both older people and those at risk of homelessness.
- c) Decommission services providing housing related support to people living in sheltered housing.
- d) Decommission services providing low level supported accommodation (Move-on) and (peripatetic) floating support and replacement with (community outreach).

2.2 Following the decision officers have been attending a number of meetings to discuss the detail of these recommendations, how they will be taken forward and over what timescale.

2.3 **Impact on Current Services**

2.3.1 *Single Homelessness*

There will be a 20% reduction in funding to direct access hostels from 1st December 2017 and the decommissioning of move-services from 30th November. This decision affects two providers in the Borough.

Bauleah House a direct access hostel with 31 bed spaces. The hostel also provides move-on services accounting for 32 bed spaces, which will be decommissioned. The combined impact of the 20% reduction and decommissioning move-on services will result in a 45% funding reduction for this provider.

Genesis Housing who provide a direct access hostel with 20 bed spaces. They also provide move-on services with 9 bed space, which will be decommissioned. The combined impact of the 20% reduction and decommissioning move-on services will result in a 30 funding reduction for this provider.

2.3.2 *Young People*

There will be a 20% reduction in funding to hostels from 1st December 2017 and the decommissioning of move-services from 30th November. This decision affects two providers in the Borough.

Aspire Foundation Trust a hostel that provides 17 bed spaces.

YMCA supported lodgings providing 20 placements of move-on accommodation.

2.3.3 *Older People*

Services that currently support older people across the County will be decommissioned. This decision will affect

GYBC Outreach Service providing 192 units of floating support to older people who are not supported in sheltered housing. This service will be decommissioned from 31st August 2017

Sheltered Housing Services which across 4 providers accounts for approximately 1175 units of sheltered accommodation; with Great Yarmouth Community Housing being the largest provider with 945 units. These services will be decommissioned from 28th February 2018

2.3.4 *Floating Support*

Services that provide housing related support to vulnerable households and people with low level mental health conditions will be decommissioned. This decision will affect two providers in the borough, Stonham and Together.

2.4 Emerging Issues for the Council

2.4.1 *Homelessness / Young People / Floating Support*

The hostel services are integral to the homelessness work of the council. There is concern that without services to support move-on people will remain longer in hostels and as a result fewer people will be able to access hostels provision.

Decommissioning floating support will have an impact but at this stage it is difficult to quantify. However it is highly likely that there will be increased demand and a greater dependency on council services when floating support services are decommissioned. Tenants and residents being supported currently could fall into crises and there will be no service to help people in the future.

There is also likely to be higher demand for existing voluntary sector advice services e.g. DIAL, CAB, a higher use of primary care services e.g. GP surgeries, A&E and impact on acute health and social care services

Tenants & residents reaching crisis point due to lack of prevention services will create higher demand on a whole range of services.

2.4.2 *Sheltered Housing / Community Outreach*

There will be a loss of core funding for both these services.

The Community Outreach Service will be decommissioned on 31st August 2017 and officers are currently putting in place an exit plan that will see a gradual winding down of the service. Four staff (3.5 FTE) will be at risk of

redundancy unless they can be deployed to other roles within the organisation.

Supporting People funding into sheltered housing will cease in February 2018 leaving just the enhanced housing management service charge. The value of this contract £313,658

Remodelling sheltered housing with significantly reduced funding will have a massive impact on the current cohort of sheltered housing tenants, which will require careful management. A project plan is currently being drafted under 6 work-stream headings:

- Tenants
- Property
- Scheme/Environment
- Service
- Staff
- Finance and Budget

2.8 Next Steps

2.8.1 *Remodelling and Decommissioning of Services*

Council officers have been meeting regularly with NCC Commissioning Officers to discuss how the remodelling and decommissioning of services can be delivered.

Providers of the hostels services have been met with by NCC officers and the council officers to discuss the impact of reduced funding and to start conversations about how services might be remodelled.

Officers responsible for the delivery of sheltered housing and the outreach service have also met with NCC and will be attending a provider meeting this month of all Norfolk providers of affected by the decommissioning decision.

For the outreach service officers in the process of collecting information on current demand and need and will be providing monthly reports to NCC while the service is being scaled down. For the sheltered housing service there is a much bigger piece of work and members will be receiving a report detailing the options for this service at their July meeting.

2.8.2 *Locality Commissioning*

Of the £4.5m remaining there is £1.3m that remains to be invested across Norfolk. The recommendation of NCC is that this is used to deliver a new community outreach model that will provide support to both older people and those at risk of homelessness.

It is proposed that existing locality partnership boards lead on identifying their local 'edge of care' priorities for this investment and potential solutions. This would include:

- where there are gaps that mean people tip into more formal care and support
- where people are at risk of crisis and intervention could prevent or reduce demand for formal care, health interventions and other statutory inputs
- existing local initiatives/services that prevent this
- potential additional funding opportunities
- potential for leveraging support from other organisations
- ideas for using locality assets to make the most impact
- evidence that an approach is likely to be effective

It is recommended that proposal should target needs that have been met in the service areas which are being decommissioned or reduced:

- Single homeless people
- Young people at risk including care leavers and young parents
- People at risk of homelessness including people with mental health

problems

- Older people

Great Yarmouth's locality board met on 28th March and received a short presentation on the impact of the funding decision and agreed to establish a task and finish group that will meet in April to look at the priorities for the borough, which will be then fed back to NCC by mid-May. NCC's intention is to combine this local information with other evidence and test it with a range of stakeholders to inform the overall approach to delivering edge of care interventions across the County.

3. **FINANCIAL IMPLICATIONS**

As set out in the previous report to this Committee on 8th December there are direct and indirect financial implications for the borough.

3.1 *Direct Financial Implications*

- The outreach service contract is worth £133,000 p.a. There are likely to be redundancy costs for the council unless the staff can be redeployed into other roles.
- The sheltered housing service contract is worth £313,000 p.a. This funding makes up 55% of the overall funding into sheltered housing with the remainder coming from tenants who are not on housing benefit and from a housing management charge. Remodelling this service could also see staff at risk of redundancy unless they can be redeployed.

3.2 *Indirect Financial Implications*

Other council provided services will experience increased demand and also increased operational costs through dealing with issues that are currently

dealt with or managed through housing related support services. Examples include increased ASB, greater demand on services such as repairs, increased dependency on tenancy management services, higher demand for homelessness services, etc

4. RISK IMPLICATIONS

The financial risks could be significant both in terms of losing direct funding and also increased operational costs as highlighted earlier in the report

There are reputational risks as many people will not differentiate between what the borough council funds and what county funds. For example an increase in the incidence of rough sleeping will be viewed as a borough council issue as will a reduction in services such as sheltered housing which are traditionally seen as being provided by the borough council.

5. CONCLUSIONS

There is a great deal of work to do in a very short space of time to deliver the savings required and to secure the borough's share of the £1.3m remaining investment.

Officers will continue to work with locality partners to ensure that the resource available within the system is being deployed to the best effect. This will include looking for other funding opportunities, having a better understanding of what's currently being funded and by who; and a much greater emphasis on jointly commissioning services in the future.

6. RECOMMENDATIONS

This report is for information.

7. BACKGROUND PAPERS

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	
Section 151 Officer Consultation:	
Existing Council Policies:	Homelessness
Financial Implications:	Contained in the report
Legal Implications (including human rights):	
Risk Implications:	Contained in the report
Equality Issues/EQIA assessment:	Contained in the report
Crime & Disorder:	Contained in the report
Every Child Matters:	Contained in the report