

SCRUTINY COMMISSION FOR RURAL COMMUNITIES	Agenda Item No. 6
13 JULY 2010	Public Report

Report of the Executive Director of Operations

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FLOATING SUPPORT CONTRACT: CROSS KEYS HOMES EXTENSION OF CONTRACT

1. PURPOSE

- 1.1 This report is being presented at the request of the Scrutiny Commission for Rural Communities. The item is currently listed on the Forward Plan for July 2010.

2. RECOMMENDATIONS

- 2.1 The Commission is asked to scrutinise and comment on the proposed decision prior to its submission to the Cabinet Member for Housing, Neighbourhoods and Planning for decision.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY AND LOCAL AREA AGREEMENT

- 3.1 NI 141 Percentage of vulnerable people who have moved on in a planned way from temporary accommodation.
- 3.2 NI 142 Percentage of vulnerable people achieving independent living which sits within Creating Opportunities, tackling Inequalities in the LAA.
- 3.3 As a cross cutting partnership programme the Supporting People programme also contributes to the achievement of another 41 national Indicators, such as NI 7 which measures the environment for a thriving third sector, NI 145 which measures adults with a learning disability in settled accommodation and NI 138 which measures the satisfaction of people over 65 with both home and neighbourhood.

4. BACKGROUND

- 4.1 The Floating Support service offers a free and flexible housing-related advice and support service. This service aims to help people across all tenures and across all areas of the City, to live independently and maintain their tenancies through the use of a support plan tailored to their individual needs. It provides support for all ages from 16 years plus.
- 4.2 The support given covers the following:-
- Risk assessment in relation to housing related support tasks
 - Advice to help set up home, maintaining the tenancy, managing finances and benefit claims (but not control over finances)
 - Help in gaining access to other services such as providing advice on: needs assessment, accommodation offers, changes in support levels and move on accommodation. Includes enabling service users to contact and gain access to services relevant to setting up and maintaining home and tenancy
 - Emotional support, counselling and advice, including culture specific, such as talking to, discussing and advising the service user on issues related to their housing situation or

tenancy; signposting to other services

- Developing social skills/developing skills necessary to live independently
- Assisting service users to manage their health and well being e.g. supporting access to advice and information as part of a package of support and signposting to other services
- Liaison with probation
- Access to local community organisations. Liaison or advocacy from same ethnic group
- Help in maintaining safety and security to the dwelling. Eligibility limited to occasional locking up on an average once or twice a month
- Provision of community alarms
- Advice in establishing personal safety and security
- Help in establishing social contacts and activities
- Reminding service user to clean accommodation. Eligible only as occasional prompting
- Advice and support on repairs, Home improvements, Disabled Facilities grants (e.g. Care and Repair) or Home Agency type services. Eligibility only on how/where to report repairs not actual carrying out repairs

4.3 The contract was awarded in August 2007 following the Council's procurement process.

4.4 Authorisation of the Cabinet Member is sought to enable the extension of the existing Cross Keys Homes Floating Support contract as agreed by the Supporting People Commissioning Body on 29th January 2010. The extension is to be from 28th August 2010 to 27th August 2011 and then a further year from 28th August 2011 to 27th August 2012.

5. IMPLICATIONS

5.1 This service is City wide and tenure neutral.

6. CONSULTATION

6.1 Regular contract reviews have been undertaken and are still ongoing which have not identified any service quality issues.

7. NEXT STEPS

7.1 Refer to the Cabinet Member for Housing, Neighbourhoods and Planning for Consideration.

8. BACKGROUND DOCUMENTS

8.1 None

9. APPENDICES

9.1 None